

Infinity User Manual

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Infinity Help

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This device complies with Part 15 of FCC rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference and, (2) this device must accept any interference received including interference that may cause undesired operation.

Note: The user is cautioned that any changes or modifications not expressly approved by the party responsible for FCC compliance could void the user's authority to operate the equipment.

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Quick-Start Intro

- ▶ This manual is a quick guide to installing and configuring Infinity software for a fictitious restaurant, *Uptown Grill*.
- ▶ You'll learn the simplest way to get a new installation of Infinity up and running.
- ▶ All tasks are presented sequentially to help guide you from one step to another.
- ▶ However, our example covers only the basics and uses several default options. Several references are made to more detailed topics which can be found in the **Infinity User Manual** in PDF format or in the online **Help**.
- ▶ You can also click **Help** from any Infinity screen for more information.
- ▶ If you are viewing this document from within the Infinity online Help, you can easily access more information by clicking the links to other topics.

Quick-Start Task 1: Install Infinity Software

To install Infinity software:

1. Close all other programs running under Windows.
2. Insert the Infinity CD in a CD drive.
3. Click **Install Infinity software**.
4. Click **Yes** to accept the License Agreement.
5. Click **Yes** to confirm the serial number for this installation.
Each serial number can only be installed on one PC. Therefore, you will be asked to confirm the serial number at the beginning of installation. See [About Activation & Renewal](#).
6. Choose **Install Software** as the Setup Type and click **Next**.
7. Click **Next** to accept the default destination directory (**C:\Program Files\Berg\Infinity**).
8. Click **Next** to accept the default folder for Infinity program icons (**Berg Infinity**).
9. Click **Yes** to place the Infinity icons on your computer desktop.
10. Click **No** to not copy online manuals to your hard disk.
You can copy the manuals to your computer if you wish. The default is to leave the manuals on the install disk. This saves space on your PC. You can always access Help from Infinity or view/print the PDF version of the manuals anytime by inserting the install CD.
11. Enter the dealer's name and phone number for technical support and click **Next**.
12. Click **Next** to confirm the installation.
13. Wait while the software is installed.
14. Click **Finish** on the Configuration screen.
Uptown Grill is using default options.
15. Click **OK** to exit Infinity setup.
You should now see Infinity program icons on your computer's desktop.
16. Click the Berg Infinity Program icon to launch Infinity.
17. Remember to activate your license. See [About Activation and Renewal](#).

Software Installation

- ▶ Be sure to use the Infinity CD with the [serial number](#) for this specific site.
- ▶ The CD starts with a selection page where you can select and install programs other than Infinity that are present on the disk. After clicking on a link, you may be asked if you want to run, open or save. Choose run or open.
- ▶ You can change [Configuration Options](#) when you install Infinity or at any time.
- ▶ Configuration options include [security options](#), [data storage and display options](#), [country options](#) (units of measure), and [features](#).
- ▶ During a new install, a Business Name is given to each installation. The default name for the business will be the folder name, but it is advisable to change to a name that reflects the actual business. See [Change Business Name](#).

Quick-Start Task 2: Brand Wizard

To use the Brand Wizard:

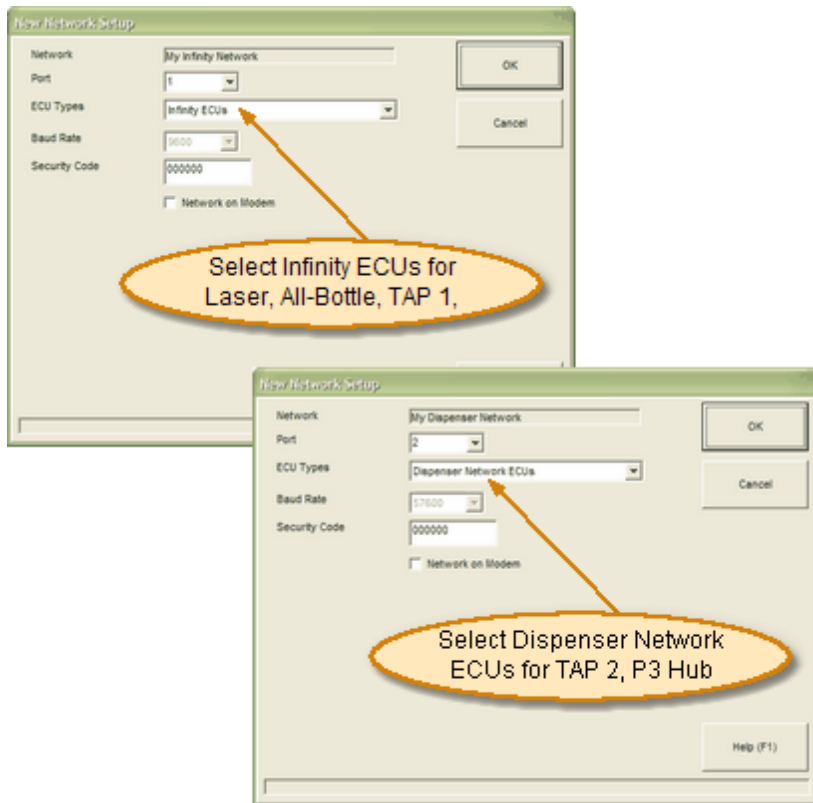
1. Run Infinity.
Brand Wizard starts automatically the first time you run Infinity.
2. Click **Next** to continue.
3. Select the product types you need and click **Next**.
Uptown Grill is using all product types.
4. Select the number of price levels and portion sizes and click **Next**.
Uptown Grill uses the default number of price levels and portions.
5. Type a reasonable portion amount and price for your first price level of Liquor and click **Next**. Repeat for each price level.
*If you like the defaults shown, just click **Next**.*
6. Repeat steps 4 and 5 for the Cocktail, Wine, Mixer and Other product types.
You'll see a new screen for each price level. Simply click Next anytime you don't have a better number to enter.
7. Click **Next** to load the product types selected.
8. Click **Next**.
Uptown Grill uses the default container sizes.
9. Click **Next** to commence loading the brand list.
10. Click **Finish** to exit the Brand Wizard.

Default Prices and Portions

- ▶ You can just keep clicking Next to accept Berg's default prices and portions.
- ▶ However, it saves time later to enter your default prices and portions for each product type here.
- ▶ For detailed help on any Brand Wizard screen, click **Help** or see the [Brand Wizard](#) section in the manual.

Quick-Start Task 3: New Network Setup

To set up a network:



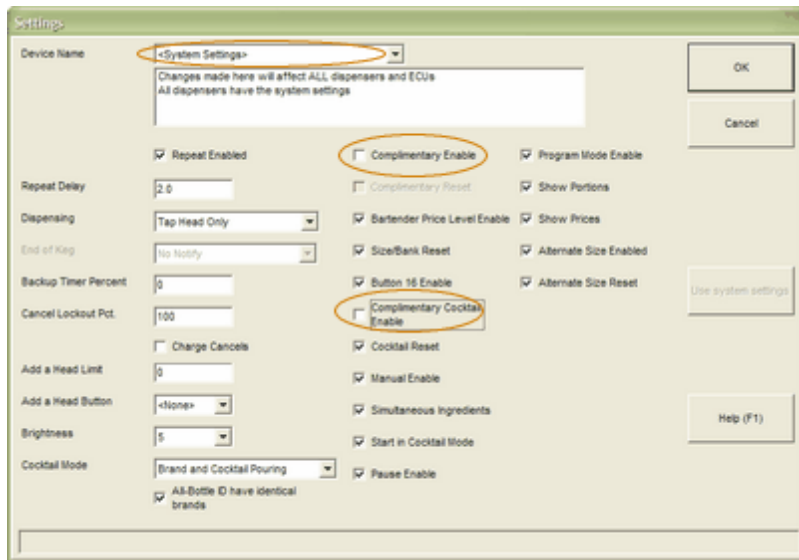
Port Number

- ▶ If you don't know the port number, the [Communication Wizard](#) in the Communications menu can help. (This requires a loopback tester.)
- ▶ [Security codes](#) are an optional layer of security, especially in remote networks,.

1. Pull down the **Management** menu and point to **Setup**. Click **Network....**
2. Click **New....**
3. Type your network **New Name** (e.g., "Uptown Grill Infinity") and click **Continue....**
4. Select the computer [Port](#) number used for communication with the ECUs.
5. Select the **ECU Types**.
*Uptown Grill is setting up two networks: an Infinity network and a Dispenser Network. First, we'll select **Infinity ECUs** (for our Laser and All-Bottle dispensers) for our Infinity network. Then we'll set up another new network and select **Dispenser Network ECUs** (for our Tap 2 dispensers. The baud rate is different for Infinity networks and Dispenser networks. The baud rate is 9600 for the Infinity network and 57600 for the Dispenser network.)*
6. Click **OK**.
Repeat steps 2-6 for another network. See [Network Setup](#) if you need help setting up a Remote Network.
7. Click **Close** to exit the Network Setup screen.

Quick-Start Task 4: Device Settings

To enter your system device settings:



System Device Settings

- ▶ This is where you can set up system-wide dispenser and pouring options.
- ▶ It's a good idea to enter your system settings before setting up a new ECU, so the dispensers will have the system settings.
- ▶ You can always change settings for a specific device later. See [Device Settings](#).

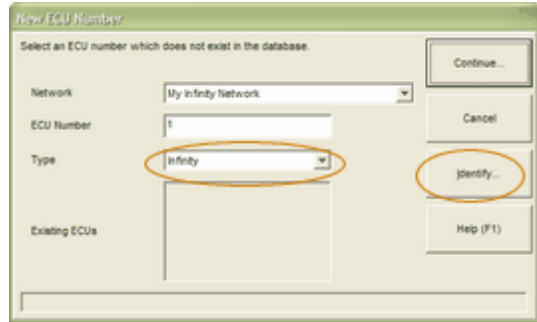
1. Pull down the **Management** menu and point to **Setup**. Click **Device Settings**.
2. Confirm **<System Settings>** displays as the **Device Name**.
3. Click or enter the settings you want to use for your system.
You'll see every possible setting for every possible device. See [Description of Device Settings](#) for help with each setting. Don't worry about settings not applicable to your system. Since Uptown Grill does not allow comp pours, we'll just uncheck Complimentary Enable and Complimentary Cocktail Enable. Now comp pouring is disallowed on all our dispensers.
4. Click **OK** to save.
5. Select **No communication at this time** and click **Continue....**
This lets you send the settings later, when you're ready to send all setup information to the equipment at the same time.

Quick-Start Task 5: New ECU Setup

To set up an ECU:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/ Hardware Station....**
2. Click **New....**

First, we want to set up an Infinity type ECU:



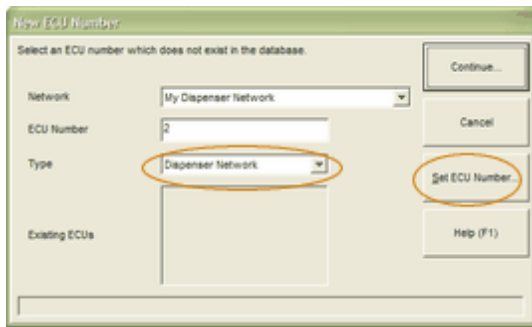
ECU Setup

- It's essential to specify the correct dispensers in the correct positions for ECUs to control pouring at the dispensers.

1. Select the name of the **Network** you set up for Infinity ECUs (e.g., Uptown Grill Infinity).
2. Type the unique [ECU number](#).
Uptown Grill's Infinity ECU is numbered 1. (The ECU number must match the number set in the ECU itself.)
OR
If you don't know the ECU number, click **Identify...** to communicate with the network and determine the next available ECU.
The next numbered ECU that has not been set up will be identified.
3. Select the [ECU Type](#).
Uptown Grill is setting up an Infinity ECU with Laser dispensers.
4. Click **Continue....**
5. Click in the **Hardware Station** field and type a name for this ECU (e.g., Main Bar).
Choose a hardware station name which helps you easily distinguish this ECU in a selection list when you assign brands, run reports, or other operations.
6. Select the correct **Device Type** for each **Dispenser Number**.
Uptown Grill has a Laser-16 for Dispenser 1 and a Laser-6 for Dispenser 2. Depending on the ECU type, you'll see one or more dispenser numbers.
7. Type a new **Device Name** for each **Dispenser Number**.
Use meaningful names (e.g., "Main Laser 16" or "Dining AB 7" to help distinguish your dispensers easily in a list.
8. Click **OK** to save the ECU.
9. Wait for all communication with the ECU to finish.
A message confirms saving the new ECU.

Second, we want to set up a Dispenser network ECU:

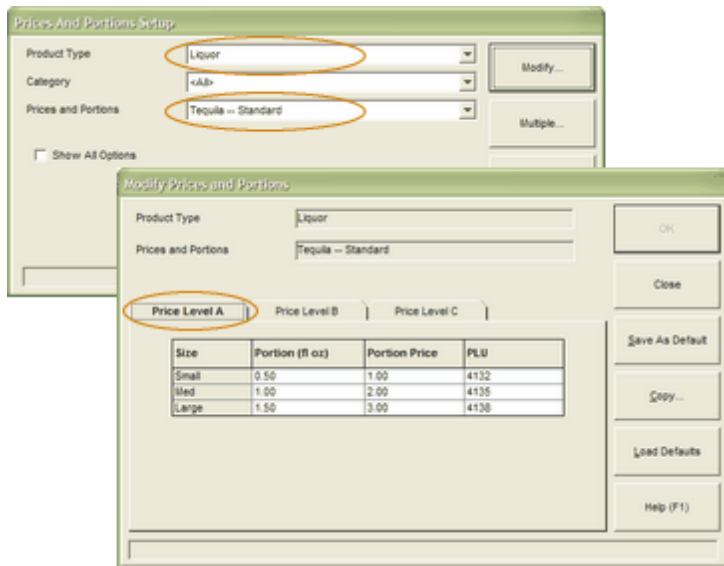
1. Select the name of the **Network** you set up for Dispenser network ECUs (e.g., Uptown Grill Dispenser).
2. Type the unique [ECU number](#).
Uptown Grill's Tap2 ECU will be numbered 2.
3. Select **Dispenser Network** as the **ECU Type**.



4. Click **Set ECU Number...** to communicate with the equipment and "set" this number in the ECU itself.
5. Click **OK** to confirm the message. Go to the ECU and cycle power (pull the power out and plug it right back in to the power supply).
Wait for communication to occur which assigns the ECU number.
6. Click in the **Hardware Station** field and type a name for this ECU (e.g., Left Tap 2).
Choose a hardware station name which helps you easily distinguish this ECU in a selection list when you assign brands, run reports, or other operations.
7. Select the correct **Device Type** for each **Device Address**.
On dispenser networks, a P3 Hub is considered a device, as well as Tap 2 taps. (The address of each device will be communicated to the hardware when you click OK.)
8. Type a new **Device Name** for each **Device Address**.
Use meaningful names (e.g., 'Left POS' or the brand of a tap--'Left Sam Adams') to help distinguish your dispensers easily in a list.
9. Click **OK** to save the ECU.
A message tells you to press the address button on the device you've assigned to address A.
10. Go to the equipment you specified for **Device Address A** and press the flashing button.
When finished, the software displays the message for the next device.
11. Repeat step 10 for each device, as prompted.
When all the device addressing is done, communication occurs to send all the ECU setup details to the ECU.
12. Wait for all communication with the ECU to finish.
A message confirms saving the new ECU. See [Modify an ECU](#) for help with dispenser network addressing features.

Quick-Start Task 6: Modify Prices and Portions

To modify prices and portions:



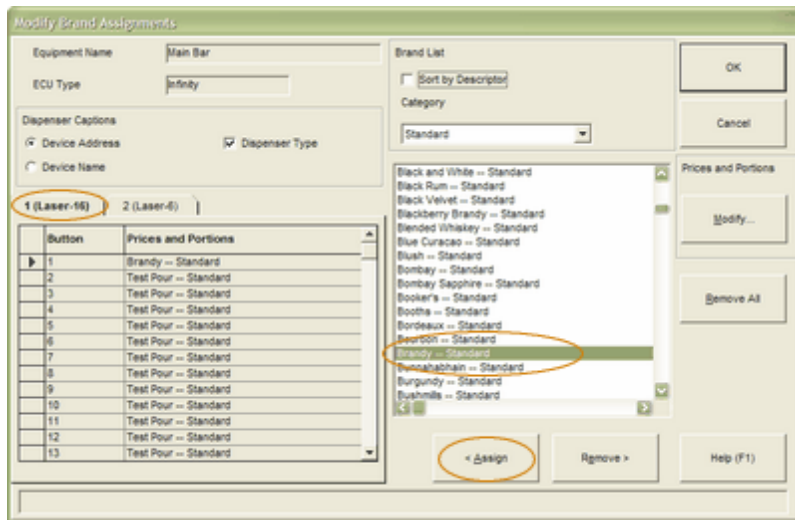
1. Pull down the **Pouring** menu and click **Prices and Portions....**
2. Select a **Product Type** and select a brand's **Prices and Portions** and click **Modify....**
Uptown Grill is modifying Tequila-Standard.
3. Type the correct **Portion** and **Portion Price** for each **Size** listed on the **Price Level A** tab.
Type 6 for 6.00 fl oz, or 2 for \$2.00. Repeat for each price level tab you use.
4. Click **OK** to save your entries on all tabs.
5. Repeat steps 2-4 for any other brands with price and/or portion modifications.
6. Click **Close** to exit the Prices and Portions Setup screen.

Default Prices and Portions

- ▶ Until you change them, the prices and portions listed are the defaults you set up with [Brand Wizard](#) for the product type.
- ▶ The "Standard" category is the basic set of price levels assigned to each brand when it's added to the brand list.
- ▶ See [Modify Multiple Brands](#) to modify prices and portions for all brands of a product type on one screen.
- ▶ If you're using Interface, see [How to enter PLUs](#).

Quick-Start Task 7: Assign Brands

To assign brands to dispensers:



Assign Brands

► For convenience on this screen, use the following options:

► **Dispenser Captions** lets you change the labels on the dispenser tabs. (You can change them anytime.)

Device Address shows the dispenser number.

Device Name shows the full dispenser name (the default name or one you've set up).

Dispenser Type shows the type of dispenser in parentheses after the Device Address or Device Name.

► Sort Options let you sort the brand list for your convenience. [Sort by Descriptor](#) sorts the list by any descriptor(s) you've set up.

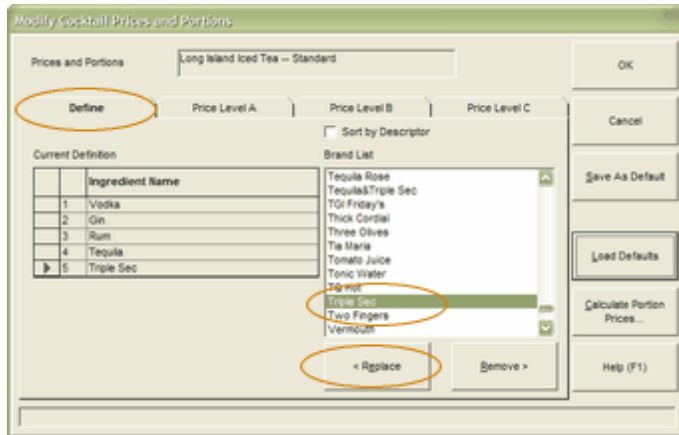
[Category](#) lets you select which categories of price/portions display in the list.

► Click **Modify...** to see and modify the prices and portions for the highlighted brand.

1. Pull down the **Pouring** menu and click **Assign Brands...**
2. Select the **Equipment Name** and click **OK**.
You can select an ECU or a single dispenser. Uptown Grill is assigning brands to the Main Bar ECU we set up.
3. If you selected an ECU, click a dispenser tab to begin assigning brands.
Uptown Grill starts with the Main Laser-16 dispenser. The cursor automatically points to button 1.
4. Click a brand in the list.
Uptown Grill is using "Brandy- Standard". To quickly jump to a brand in the list, click anywhere in the list and type the first letter of the brand name.
5. Click **<Assign** to place "Brandy" in the Button 1 position. (Or drag and drop "Brandy" to the first line.)
6. Repeat steps 4-5 for the brands you're assigning to the other Laser-16 buttons.
When assigning to Laser dispensers, be sure to include all ingredients needed in cocktails.
7. Click the next dispenser tab (e.g., Main Laser-6).
8. Repeat steps 4-6 to assign brands to this dispenser.
9. Click **OK** to save the brand assignments for both dispensers.
10. Select **No communication at this time** and click **Continue**.
This lets you send the assignments later, when you're ready to send all setup information to the equipment at the same time.
11. Click **OK** to the message about saved changes.
12. Click **Cancel** to exit the Assign Brands screen.

Quick-Start Task 8: Cocktail Recipes

To set up cocktail recipes:



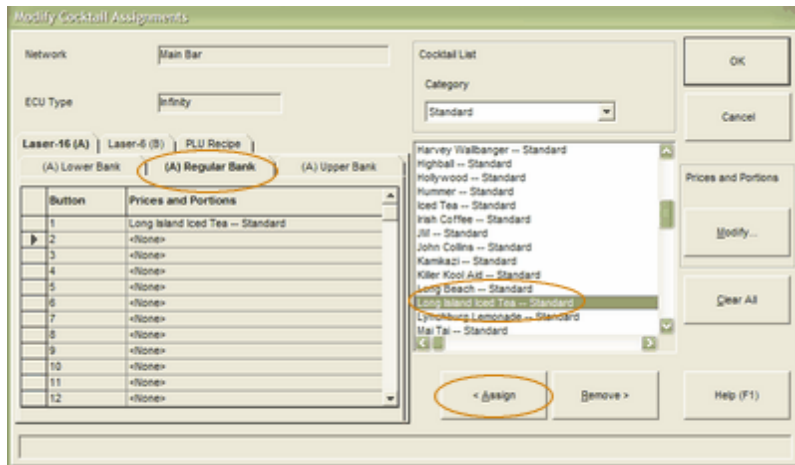
Cocktail Recipes

- ▶ You can type an [Ingredient Portion Price](#) for each ingredient Name or see [Calculate Portion Prices for Cocktail Ingredients](#).
- ▶ If you're using Interface, see [How to enter PLUs](#).

1. Pull down the **Pouring** menu and click **Prices and Portions...**
2. Select **Cocktail** as the **Product Type**.
3. Select the cocktail's **Prices and Portions** you want to change and click **Modify.....**
Uptown Grill is modifying Long Island Iced Tea-Standard.
4. Scroll down the list of Ingredients and click "Vodka-Standard".
Click anywhere in the list and type V to jump closer to "Vodka-Standard".
5. Click **<Replace** to put "Vodka-Standard" in the first line of the cocktail definition. (Or drag and drop to its position.)
6. Repeat steps 4-5 for "Gin-Standard", "Rum-Standard", "Tequila-Standard" and "Triple Sec-Standard".
7. Click the **Price Level A** tab.
The cocktail ingredient prices and portions we set up in Brand Wizard appear by default.
8. If necessary, type the correct **Portion** for each **Ingredient Name**.
The portion size of each ingredient determines the actual cocktail recipe.
Uptown Grill is using the Berg defaults.
9. Type the **Cocktail Price** for Price Level A.
10. Click **OK** to save the cocktail recipe.
11. Repeat steps 3-10 for each cocktail.

Quick-Start Task 9: Assign Cocktails

To assign cocktails to Laser dispensers:



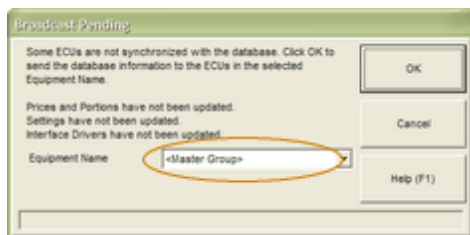
Assign Cocktails

- ▶ Be sure any ingredients you need for a cocktail are assigned to the gun.
- ▶ If you're using the Reconciliation Report, all ECUs display a tab for [PLU Recipes](#).
- ▶ If you don't need to create any PLU recipes, ignore this tab.
- ▶ For further information, see [PLU Recipes](#) and [Reconciliation Report](#).

1. Pull down the **Pouring** menu and click **Assign Cocktails...**
2. Select the **Equipment Name** and click **OK**.
You can select an ECU or a single Laser dispenser. Uptown Grill is assigning cocktails to the Main Bar ECU we set up.
3. If you selected an ECU, click the tab for the correct **Laser** dispenser and the correct [Cocktail Bank](#).
Our Laser-16 dispenser displays on tab A with the Regular Bank selected and the cursor at Button 1.
4. Click a cocktail in the list to assign to **Button 1**.
Uptown Grill is using "Long Island Iced Tea-Standard". To quickly jump to a cocktail in the list, click anywhere in the list and type the first letter of the cocktail.
5. Click **<Assign** to put "Long Island Iced Tea-Standard" in the Button 1 position of the regular bank. (Or drag and drop to the first line.)
The cursor automatically advances to the next button.
6. Repeat steps 4-5 for the remaining **Button** numbers of this dispenser.
7. Repeat steps 3-6 for any other Laser dispenser tab.
8. Click **OK** to save the cocktail assignments for all dispenser tabs.
You won't be able to save a cocktail assignment if the ingredients are not already assigned to the dispenser.
9. Select **No communication at this time** and click **Continue**.
This lets you send the assignments later, when you're ready to send all setup information to the equipment at the same time.
10. Click **OK** to the message about saved changes.
11. Click **Cancel** to exit the Assign Cocktails screen.

Quick-Start Task 10: Broadcast Pending Changes

To broadcast pending changes:



Broadcast Pending

- Send all changes you've made in the software to the hardware in one operation.

1. Pull down the **Management** menu and point to **Setup**. Click **Broadcast Pending....**

A list of all the pending changes displays.

2. Select <Master Group> as the **Equipment Name**.

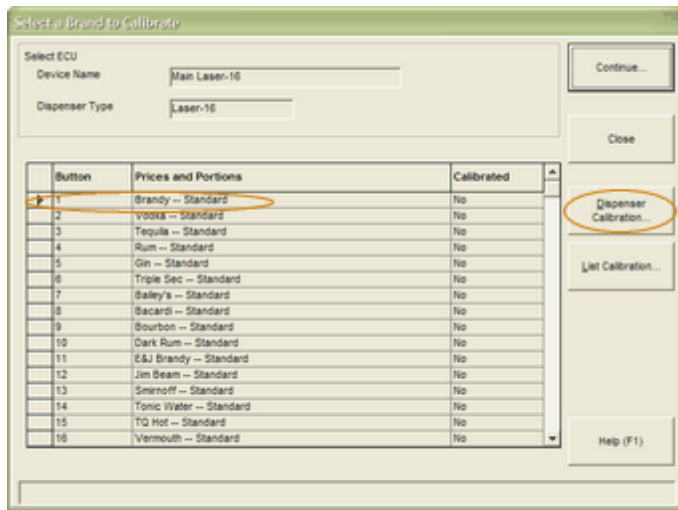
3. Click **OK** to send the changes.

4. Wait for communication with the equipment.

Now all equipment has all the setup information we've entered.

Quick-Start Task 11: Dispenser Calibration

To perform dispenser calibration:



Calibration

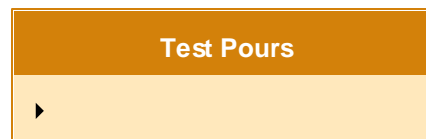
- ▶ Dispenser calibration copies the calibration values of one brand to all brands at the dispenser.
- ▶ If you have an All-Bottle 7 dispenser, see [Align Activator Rings](#) and [Store Alignment Values](#) before calibrating.
- ▶ It's helpful to have a partner or carry a portable computer from dispenser to dispenser when performing the calibration procedure.
- ▶ For further help with calibration, see: [Calibration Overview](#).
- ▶ To calibrate by weight, set your [Calibration Units](#) to grams before calibrating.

1. Pull down the **Management** menu and point to **Calibration**. Click **Calibrate....**
2. Select the **Equipment Name**.
Uptown Grill is calibrating the Main Laser-16 dispenser we set up.
3. Click **OK**.
4. Click a brand on the dispenser and click **Dispenser Calibration....**
If all brands at the dispenser are of similar viscosity, choose any one of them. Don't choose an especially "thick" brand. Uptown Grill is leaving the cursor at Button 1 "Brandy-Standard".
5. Click **Yes**.
6. Click **OK** to confirm.
7. Go to the Laser-16 dispenser and pour a small portion from the Button you selected into a measuring cup or graduated cylinder. Record the amount or weight of the pour. Then pour a large portion and record the amount.
8. At the computer, type the exact amount or weight of the **Small Portion** and the **Large Portion** click **OK**.
9. If the values are not within the accuracy range, click **Yes** to re-calibrate. Repeat steps 6 and 7 as needed. When the values are within the accuracy range, click **OK**.
All brands at the Laser-16 dispenser are now calibrated with the values of the first brand. Proceed with making test pours to determine which specific brands need further calibration.
10. Click **Close** to exit.
11. Repeat steps 2-10 for any other dispensers.

Quick-Start Task 12: Make Test Pours

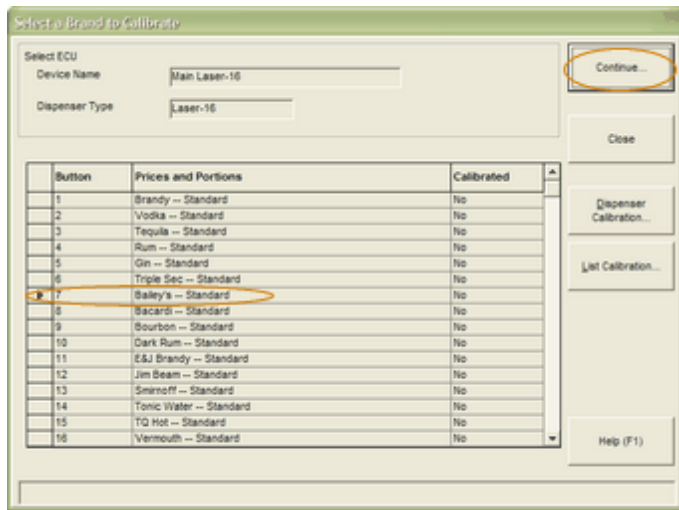
To make test pours:

1. Go to the dispenser (e.g., Main Laser-16) where you performed Dispenser Calibration.
2. Using a graduated cylinder or measuring cup, make several test pours of various brands at the gun (particularly those with a different viscosity).
3. Record the exact amount of the pours.
4. Compare the test pour amounts with the expected portion size to see if the brands are calibrated correctly.
For example, Uptown Grill used Brandy to calibrate the dispenser. Brandy now pours a correct Small Portion of 1 oz. However, Rum (on Button 2) pours closer to 1.5 oz for a Small Portion. So we need to perform brand calibration for Button 2.
5. Go to another dispenser and repeat steps 2-4.
6. Perform Brand Calibration for each brand you've determined needs further calibration.



Quick-Start Task 13: Brand Calibration

To calibrate a specific brand:



Brand Calibration

- ▶ Perform brand calibration for any brand that is still not pouring correctly after a dispenser calibration.
- ▶ If you have an All-Bottle 7 dispenser, see [Align Activator Rings](#) and [Store Alignment Values](#) before calibrating.
- ▶ It's helpful to have a partner or carry a portable computer from dispenser to dispenser when performing the calibration procedure.
- ▶ For further help with calibration, see: [Calibration Overview](#).

1. Pull down the **Management** menu and point to **Calibration**. Click **Calibrate....**
2. Select the **Equipment Name**.
Uptown Grill is calibrating a brand on the Main Laser-16 dispenser we set up.
3. Click **OK**.
4. Click a brand on the dispenser.
Uptown Grill is calibrating "Bailey's- Standard".
5. Click **Continue....**
6. Click **OK** to confirm.
7. Go to the Laser-16 dispenser and pour a small portion of Bailey's into a measuring cup or graduated cylinder. Record the amount of the pour. Then pour a large portion and record the amount.
8. At the computer, type the exact amount of the **Small Portion** and the **Large Portion** click **OK**.
9. If the values are not within the accuracy range, click **Yes** to re-calibrate. Repeat steps 7 and 8 as needed. When the values are within the accuracy range, click **OK**.
Bailey's is now calibrated.
10. Repeat steps 4-9 for any other brands at this dispenser that need calibration.
11. Click **Close** to exit.
12. Repeat steps 2-11 for any other dispensers with brands that need calibration

Quick-Start Task 14: Archive and Clear Sales

To archive and clear sales:

1. Pull down the **Reports** menu and click **Archive and Clear (Z)**...
2. Select <Master Group> as the **Equipment Name**.
Uptown Grill wants to clear sales at all equipment.
3. Click **Run**.
4. Click **OK** to confirm.
Wait while the data is retrieved from the ECU(s).
5. View, save or print the report. See [View Report](#).
6. Click **Close** to exit the View screen.
7. If prompted, click **OK** to confirm closing the screen without saving or printing.

Archive & Clear Sales

- ▶ When you archive and clear sales, you reset all totals at the ECUs to zero and send the data to archive records at the computer.
- ▶ See [Archive and Clear Sales](#) for more information.
- ▶ See [Current Sales Totals/Clear Sales \(Z\) Report](#) for a description of the report.

Quick-Start Task 15: Usage Report

To run a Usage report:

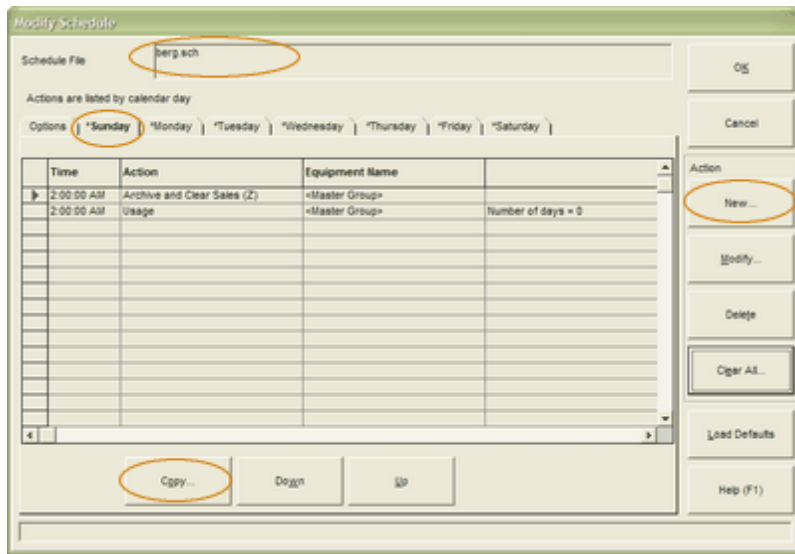
1. Pull down the **Reports** menu. Click **Advanced Reports...**
2. Select **Usage**.
You'll see <Master Group> is already selected for the Equipment Name, which is what we want.
3. Click **View**.
Wait while the report is run.
4. View, save or print the report. See [View Report](#).
Since we used the Most Recent Archive data to run the report, the totals are the same as those in the Archive and Clear Sales report.
5. Click **Close** to exit the View screen.
6. If prompted, click **OK** to confirm closing the screen without saving or printing.

Usage Report

- See [Usage Report](#) for a description of the report.

Quick-Start Task 16: Schedule

To set up a schedule:



Schedule

► For further help with schedules, see:

[Schedules](#)

[About BERG.SCH](#)

[Define Action](#)

[Time Schedule Setup](#)

[On Demand Schedule Setup](#)

1. Pull down the **Scheduling** menu and click **Schedules...**
The file **berg.sch** displays in the **Schedule File** field.
2. Click **Modify....**
A schedule appears with the name **berg.sch**. Since **Uptown Grill** is using the default schedule options, we won't change anything on the **Options** tab.
3. Click one of the day tabs.
Uptown Grill starts its schedule on Sunday. On an initial install of Infinity, a schedule will be created for you that runs an Archive and Clear every hour. To remove any Archive and Clear you don't want, select it and click Delete.
4. Click **New...** to add a schedule **Action**.
5. Type a **Time**, select an **Action**, leave **<Master Group>** as the **Equipment Name** and click **OK**.
Uptown Grill is scheduling an Archive and Clear Sales report for all equipment at 2:00 AM--closing time.
6. Repeat steps 4 and 5 for additional actions on the same day.
Uptown Grill is also scheduling a Usage report at closing time, using data from 0 days ago--today.
7. Click a new day tab when you've completed your first day.
8. Click **Yes** if you want to copy all the actions to the new day.
9. Repeat steps 7 and 8 for each day with identical actions.
OR
Click **Copy...** and select **<All>** to copy the actions to all days of the week.
*Uptown Grill wants these same reports each day at closing, so we use **Copy** to quickly populate all days with Sunday's actions.*
10. If you need different actions on any day, click a new day tab and answer **No** to copying. Then repeat steps 4-6 to define new actions.
11. Click **OK** to save the schedule.
12. Click **Run** to start the schedule.
You can still perform other tasks in Infinity. Note Infinity must be running when you want the scheduled actions to occur.
13. Click **Close** to exit the Schedules screen.

Exploded Menus

Infinity Menu

To view these menus in a separate pop-up window, go to [Glossary](#) and click the **Infinity Menu** link at the top.

File

Change Business Name...
Change Database Folder...
Exit
Renew...

[Change Business Name](#)
[Change Database Folder](#)
[Activate/Renew by Phone](#)
[Activate/Renew by Fax](#)
[Activate/Renew by Email](#)

Management

Operations ▶
Setup ▶
Calibration ▶

Enable/Disable...
Change Price Level...
Set ECU Time...
Set Infinity System Time...

[Enable/Disable Equipment](#)
[Change Price Level](#)
[Set ECU Time](#)
[Set Infinity System Time](#)

Network...
ECU/Hardware Station...
Device Settings...
Sales Stations...
Groups...
Delete Empty Sales Stations/Groups
Broadcast Pending...
Re-program...

[Network Setup](#)
[ECU/Hardware Station Setup](#)
[Device Settings](#)
[Sales Station Setup](#)
[Group Setup](#)
[Delete Empty Sales Station/Groups](#)
[Broadcast Pending](#)
[Re-program](#)

Calibrate...
Align Activator Rings...
Store Alignment Values...
Default Alignment Values...
✓ Show Advanced Choices
Units and Accuracy...
Enter Calibration Mode...
Exit Calibration Mode
Initialize Calibration Values...

[Calibration](#)
[Align Activator Rings](#)
[Store Alignment Values](#)
[Default Alignment Values](#)
[Show Advanced Choices](#)
[Units and Accuracy](#)
[Enter Calibration Mode](#)
[Exit Calibration Mode](#)
[Initialize Calibration Values](#)

Pouring

Brand Operations ▶
Container Setup...
Category Setup...
Prices and Portions...
Generate PLUs...
Assign Brands...
Assign Cocktails...

Copy Assignments...
Portion Size Learn Mode...

Start Pour Test...
Exit Pour Test...
Start Free Pour...
Exit Free Pour

[Container Setup](#)
[Category Setup](#)
[Prices and Portions Setup](#)
[Generate PLUs](#)
[Assign Brands](#)
[Assign Cocktails](#)

[Copy Assignments](#)
[Portion Size Learn Mode](#)

[Start Pour Test](#)
[Exit Pour Test](#)
[Start Free Pour](#)
[Exit Free Pour](#)

Brand List Setup...
Brand Wizard...
Load Initial Brand List...
Select Sizes and Price Levels...
Price and Portion Defaults...
Size Names...
Delete Unassigned Brands/Cocktails

Import Prices and Portions ▶
Export Prices and Portions ▶

[Brand List Setup](#)
[Brand Wizard](#)
[Load Initial Brand List](#)
[Select Sizes and Price Levels](#)
[Price and Portion Defaults](#)
[Size Names](#)
[Delete Unassigned Brands/Cocktails](#)
[Import Prices and Portions Brands](#)
[Import Prices and Portions Cocktails](#)
[Export Prices and Portions Brands](#)
[Export Prices and Portions Cocktails](#)

Inventory

Brand List Setup...
Container Setup...
Supplier Setup...
Stock Room Setup...
Inventory Options...
Inventory Check...
Orders...
Deliveries...
Reports ▶

[Brand List Setup](#)
[Container Setup](#)
[Supplier Setup](#)
[Stock Room Setup](#)
[Inventory Options](#)
[Inventory Check](#)
[Orders](#)
[Deliveries](#)

Container Stock...
Cost Analysis...
Brand Information...

[Container Stock Report](#)
[Cost Analysis Report](#)
[Brand Information Report](#)

Interface

Activate Driver...
Load Driver...
Remove Driver...
Show Status...

[Activate Driver](#)
[Load Driver](#)
[Remove Driver](#)
[Show Status](#)

Enable/Disable...
Change Pour Communication...
Settings...

[Enable/Disable Drivers](#)
[Change Pour Communication](#)
[Driver Settings](#)

Generate PLUs...
Start Pour Test...
Exit Pour Test...

[Generate PLUs](#)
[Start Pour Test](#)
[Exit Pour Test](#)

Reports

Not archived (Current Sales) ▶
Archive and Clear (Z)...
Advanced Reports...
Custom Reports...
Export...
Custom Exports...

[Current Sales Reports](#)
[Archive and Clear Sales \(Z\)](#)
[Advanced Reports](#)
[Custom Reports](#)
[Export](#)
[Custom Exports](#)

Sales Totals (X1)...
Sales by Price Levels (X2)...
Detailed Sales (X3)...
Hourly Sales (X4)...
Most Recent Report...

[Sales Totals \(X1\) Report](#)
[Sales by Price Levels Report \(X2\)](#)
[Detailed Sales Report \(X3\)](#)
[Hourly Sales Report \(X4\)](#)
[Most Recent Report](#)

Scheduling

Schedules...
Schedule Log...
Error Log...

[Schedules](#)
[Schedule Log](#)
[Error Log](#)

Options

Preferences...
Inventory Options...
Report Options...
Export Options...
Reconciliation Options...
Inventory Options...
Schedule Options...

View Hardware Configuration F8
View Equipment Name Mapping F9

Demo Mode

[Preferences](#)
[Inventory Options](#)
[Report Options](#)
[Export Options](#)
[Reconciliation Options](#)
[Schedule Options](#)

[View Hardware Configuration](#)
[View Equipment Name Mapping](#)

[Demo Mode](#)

Backups

Store Configuration...
Reload Configuration...
Backup Full Database...
Restore Full Database...

Reload Previous Version ▶

Clear Sales...

Configuration...
Full Database...

[Store Configuration](#)
[Reload Configuration](#)
[Backup Full Database](#)
[Restore Full Database](#)

[Reload Previous Version Configuration](#)
[Reload Previous Version Database](#)

[Clear Sales](#)

Communications

Loopback Test...
Communication Test...
Communication Wizard...
Clear and Restore Memory...
Identify Device...
Set Addresses...
Read Addresses...
Show Address...
Broadcast Pending...
Reset...

[Loopback Test](#)
[Communication Test](#)
[Communication Wizard](#)
[Clear and Restore Memory](#)
[Identify Device](#)
[Set Addresses](#)
[Read Addresses](#)
[Show Address](#)
[Broadcast Pending](#)
[Reset Dispenser Network](#)

Diagnostics

Memory Test...
Get Version Number...

Check Database For Errors
Rebuild Database Index Files
Rebuild Database Delete Chain
Emergency Rebuild Database
Repair Database...
Clear Database Log

Show File Versions...
Compare ECU to Database...
Display ECU...

✓ **Debug Mode**

Direct ECU Communication...
Dispenser Network ECU Log ▶
Clear DN Pours...
Diagnostics Setup...
Close Ports

[Memory Test](#)
[Get Version Number](#)

[Check Database for Errors](#)
[Rebuild Database Index Files](#)
[Rebuild Database Delete Chain](#)
[Emergency Rebuild Database](#)
[Repair Database](#)
[Clear Database Log](#)

[Show File Versions](#)
[Compare ECU to Database](#)
[Display ECU](#)

[Debug Mode](#)

Upgrade Infinity Software

To upgrade Infinity software:

1. Close all other programs running under Windows.
2. Insert the Infinity CD in a CD drive.
3. Click **Install Infinity software**.
4. Click **Yes** to accept the License Agreement.
5. Click **Yes** to confirm the serial number for this installation.
See [About Activation & Renewal](#).
6. Choose **Install Software** as the Setup Type and click **Next**.
7. Click **Next** to accept the default destination directory (**C:\Program Files\Berg\Infinity**).
If Infinity is currently in a different destination, select it.
8. Click **Update** to preserve your current database.
9. Click **Next** to accept the default folder for Infinity program icons (**Berg Infinity**).
10. Click **Yes** if you want a backup made of your current installation.
*If you already have a current backup, click **No**.*
11. Click **Yes** to place the Infinity icons on your computer desktop.
12. Click **No** to not copy online manuals to your hard disk.
You can copy the manuals to your computer if you wish. The default is to leave the manuals on the install disk. This saves space on your PC. You can always access Help from Infinity or view/print the PDF version of the manuals anytime by inserting the install CD.
11. Confirm the dealer's name and phone number for technical support and click **Next**.
12. Click **Next** to confirm the installation.
13. Wait while the software is installed.
14. Click **Finish** on the Configuration screen.
15. Click **OK** after reading the message about creating a new backup.
16. See [Store Configuration Settings](#) or [Backup Full Database](#) to create a new backup.

Software Installation

- ▶ Be sure to use the Infinity CD with the [serial number](#) for this specific site.
- ▶ You can easily upgrade to Infinity 6 from Infinity 4.41 or later.
- ▶ You can upgrade from versions prior to 4.41 using a multi-step process. On the Infinity CD, follow the instructions to click the appropriate link for upgrading your version. Then upgrade again to the current version.
- ▶ When both upgrading the software and installing on a different computer, you must first move the entire database to the new PC. Then the software should be installed. You will NOT be able to copy the database to the new PC after the software is installed since the database version is different for each software version.
- ▶ Please note that after upgrading you should create a new store disk. You cannot Reload Configuration disks from a different release.

Additional Software on the Infinity CD

DBExam Tool

A database tool (DBExam) is present on the CD which helps identify the release and serial number of an Infinity database, a store disk or a backup. This can be helpful when your original CD has been lost, a PC has been destroyed or you are otherwise in a situation where you don't know the software version or serial number.

1. Insert the Infinity CD.
2. Click **Install DBExam program** and follow the installation prompts.
3. Run the program by clicking on its icon.
4. Click **Next** and browse to the drive and directory of the database to be identified. The identity of the database will be displayed in the list window.

POSTest Utility

POS Test is a program used to troubleshoot and test serial POS interfaces. The POSTest utility shows you the output of the driver and the response of the sales terminal. This can be very useful in determining interface problems. One or two serial com ports are needed by this program.

You can do 3 things with POS Test.

1. POS Test can act as a mock POS terminal. You can watch the signal being sent from the Berg ECU and manually send an ACK signal, NACK signal, or have an ACK signal automatically sent. You can use this to see if the Berg ECU responds correctly to the incoming signals and is sending the correct signal.
2. POS Test can be used as a monitor, to watch the signals as they go to a POS terminal and back to the Berg ECU. You can use this to see if the Berg ECU is sending the correct signal and if the POS terminal is sending the correct signal back.
3. POS Test can mimic a Berg ECU. You can select PLUs to send to the POS terminal. POSTEST works with any Berg ECU which supports serial interface. It will not work with the parallel driver.

A null modem and a serial cable must be placed between the ECU's POS port (labeled J902) and the incoming COM port of the PC. If you are using pass through mode, a second cable and null modem should connect the outgoing com port of the PC and the incoming port of the sales terminal.

To install:

1. Click **Install POSTest software** after loading the Infinity CD.
OR Run E:\tools\postest\postest.exe where E: is your CD drive. The latest POSTest can be downloaded from the Berg website.
2. Follow the prompts to complete the installation.

Running POSTEST

If you know the driver that is loaded, choose that driver and the rest of the communication parameters will be chosen for you. Otherwise, you will need to set the baud rate, etc. If these parameters are not set up correctly, then you will either see no data or the data shown will not be accurate.

Note that choosing a driver only sets up the communication parameters. POSTEST does NOT attempt to emulate any driver or sales terminal.

Once you are satisfied that all of the communication parameters have been set correctly, click on **Start Monitor**. Communication data will now be shown in the log window. Data that is coming from the ECU is preceded by a double greater than (>>). Data that is being sent to the ECU is preceded by a double less than (<<). When you are done monitoring, click on **Stop Monitor**.

Software Tools

- ▶ Additional software is included on the Infinity CD to assist with installation and troubleshooting.
- ▶ Use these tools as directed by Berg personnel.

Meaning of the Data Packets

Each sales terminal and driver produces a different set of numbers. All examples here will use Hexadecimal (Hex) as the display mode. None of the examples consider modifiers and trailers.

Lines preceded by >> indicate data that is going from ECU to POS. Lines preceded by << indicate data that is going from POS to ECU.

POS replies:

When the reply from the POS is 06, that is the code for Acknowledge (ACK). The PLU has been successfully received and recognized. If the reply is 15, that indicates No acknowledge (NAK). This means did not receive the message.

Berg Basic:

```
>>02 31 31 31 31 03 01
```

```
<<06
```

```
>>02 31 31 30 03 31
```

```
<<15
```

02 is the ASCII code for Start of Text (STX). 03 is the code for End of Text (ETX). After the ETX is the checksum. The checksum is used to validate that none of the message was scrambled during communication.

The PLU/NLU is in between the STX and ETX. The ASCII code for 0 is 30, the code for 1 is 31, etc. The code for 9 is 39. So in this example, the PLU is 1111.

The reply from the POS is 06 which is the code for Acknowledge (ACK).

The second message has a PLU of 110 (note the different length of the message.) The reply, however, is 15 for No acknowledge (NAK). This means that the POS does not recognize the PLU.

Berg Generic:

```
>>02 31 31 32 31 01 03
```

```
<<06
```

```
>>02 31 31 31 31 7F 82 03
```

```
<<06
```

The message starts with the STX (02) and ends with ETX (03). The checksum appears before the ETX. For the first message, the PLU is 1121.

The second message has a PLU of 1111. Since the checksum equates to 02, it must be "escaped" to avoid confusion with the STX character. The Escape code is 7F(ESC). The high order bit of the checksum is set changing it from 02 to 82. The POS must undo this escape sequence to determine that the checksum is 02 so that it can validate the message.

Other drivers are explained under the dealer area of the Berg website.

Uninstall Infinity Software

To uninstall Infinity software:

1. [Remove your license.](#)
2. Go to **Control Panel | Add/Remove Programs.**
3. Scroll the list and click **Berg Infinity.**
4. Click **Remove.**

Wait for the software to be removed.

Uninstall

- ▶ Note that if you uninstall Infinity from Windows without first [removing the license](#), you will not be able to install and activate a different serial number on this PC.
- ▶ Using Control Panel insures all Infinity software files are removed.

Change Business Name

To change your business name:

1. Pull down the **File** menu. Click **Change Business Name....**
2. Type the new business name.
3. Click **OK**.

The name is saved and appears immediately in the Infinity title bar and at the top of all reports.

Business Name

- ▶ During a new install, a Business Name is given to each installation. The default name for the business will be the folder name, but it is advisable to change to a name that reflects the actual business.
- ▶ This feature is also useful if you are a dealer and want to install Infinity on your own PC to configure for a customer. See also [Preconfigure Software for Multiple End Users](#).
- ▶ You can also change your business name from [report options](#).

Change Database Folder

To change your database folder:

1. Pull down the **File** menu. Click **Change Folder...**
2. Select the new database folder.
This is the path where your Infinity data is stored. Changing this folder does not affect where the Infinity software program is located.
3. Click **OK**.

Database Folder

- ▶ The default database folder is **C:\ProgramData\Berg\Infinity**.

Change Program Folder

To change your program folder:

1. Pull down the **File** menu. Click **Change Folder...**
You must be in Diagnostic mode to see this menu option.
2. Select the new program folder.
This is the path where the Infinity program is stored. Changing this folder does not affect where your data is stored.
3. Click **OK**.

Program Folder

- ▶ The default program folder is **C:\Program Files\Berg\Infinity**

About Activation & Renewal

Serial Numbers

- ▶ Each serial number can only be installed on one PC.
- ▶ Each PC can only install one serial number.
- ▶ For dealers, see [Change from a Duplicate Serial Number](#) and [Preconfigure Software for Multiple End Users](#).

Initial Activation

- ▶ During your initial activation, you have a ten day grace period from the time you install Infinity to the time you must complete the activation process.
- ▶ During the grace period, every time you run an Infinity program, you will be prompted to activate the software.
- ▶ You can activate by [phone](#), [fax](#) or [email](#).

Renewal

- ▶ Click **Help | About** at any time to see the expiration date of your license.
- ▶ You need to renew your license at the end of each anniversary date. Renewal uses the same steps as Activation. You can renew by [phone](#), [fax](#) or [email](#).
- ▶ Sixty days before your license will expire, you or your dealer will be contacted by Berg so you may renew your license. The software will also give you periodic reminders as you approach the expiration date. When prompted, click on **Renew** to extend your license for another year.
- ▶ Or at any time, click **File | Renew** to renew. Note that by renewing early, you will not lose any licensing days. That is, your anniversary date remains the same.

Expiration

- ▶ If your license expires, the software will not run. So do not wait until the last minute to renew. Expired licenses can be re-activated via the renewal process. However, expired licenses will not be given priority over other activation. There may also be a pricing penalty for waiting until after expiration.
- ▶ Berg will only reinstate current software. In the case the software has lapsed and there is a new release, you must first install the upgrade before you can re-activate your license. This means you must wait for a software CD to be shipped to you before you can activate and use the software.
- ▶ Therefore, it is in your best interests to promptly renew your license when notified.

Software Upgrades

- ▶ All licensed users are automatically mailed software upgrades when they are available.
- ▶ Simply install the software on the same PC and the upgrade occurs automatically.
- ▶ Your license is not be affected and you do not need to re-activate.

PC Clock

- ▶ Do not rollback the date on your PC. Doing so will invalidate your license.
- ▶ Daylights Savings time or other time adjustments do not affect your license.

Software Licensing

- ▶ Berg's software licensing gives you the use of Infinity software, free upgrades and support for one year, all for one low cost.
- ▶ You will be assured of always having the latest software.

Activate or Renew by Phone

To activate/renew an Infinity software license by phone:

1. Click the **Activate** button if prompted OR pull down the **File** menu and click **Activate...** or **Renew...**
2. Choose **Step 1**, Contact Berg. Click **Continue....**
Berg must be contacted with identifying information in order to activate the software.
3. Choose **By Phone**. Click **Continue....**
4. Call Berg Company and give them the **Reference Code** that appears on your screen.
You will also be asked for other identifying information including your serial number. After confirming your information and payment for the activation, Berg will give you a license key.
5. Enter the **license key** on your screen. Click **Continue....**
If the license key is entered correctly, your software will be activated and you will no longer see the grace period warning when you run Infinity software.

Activation by Phone

- ▶ Activation or renewal by phone typically takes only a few minutes.
- ▶ Remember to call during Berg business hours.
- ▶ For more help with software licensing, see [About Activation & Renewal](#).

Activate or Renew by Fax

To activate/renew an Infinity software license by fax:

1. Click the **Activate** button if prompted OR pull down the **File** menu and click **Activate...** or **Renew...**
2. Choose **Step 1**, Contact Berg. Click **Continue....**
Berg must be contacted with identifying information in order to activate the software.
3. Choose **By Fax**. Click **Continue....**
This choice requires a printer.
4. Enter required information including your Fax number, Business name, telephone and address. Click **Continue....**
5. If you have a printer attached to this PC, choose **Print**.
A single page should be printed out at your PC's default printer.
OR
Choose **View** to show the Fax data in a window. Cut and paste this data into Notepad or other program. Save the file and then move it to a PC with a printer. Print out the Fax form.
6. Fax the printout to the Berg Company at 608-221-1416.
This completes Step 1 of activation. You may continue working with Infinity software.
7. When you receive a return Fax, start the activation process again (see step 1 above).
8. Choose **Step 2**. Click **Continue....**
9. Answer **No** to "Do you have a key file?"
10. Using the information on the return Fax, enter the **Reference Code** and **License Key**. Click **Continue....**
If the license key is entered correctly, your software will be activated and you will no longer see the grace period warning when you run Infinity software.

Activation by Fax

- ▶ Activation or renewal by fax lets you send your information when it's convenient for you, without spending time on the phone or with email.
- ▶ A return fax will only be sent during Berg business hours.
- ▶ For more help with software licensing, see [About Activation & Renewal](#).

Activate or Renew by Email

To activate/renew an Infinity software license by email:

1. Click the **Activate** button if prompted OR pull down the **File** menu and click **Activate...** or **Renew...**
2. Choose **Step 1**, Contact Berg. Click **Continue....**
Berg must be contacted with identifying information in order to activate the software.
3. Choose **By Email**. Click **Continue....**
4. Enter required information including your Business name, telephone and address. Click **Continue....**
You'll have a choice of attaching this information in a file to an email or using cut and paste to copy the information into the body of an email.
5. To create a file you can attach to an email, select **Create Key File** and click **Continue....** Indicate the folder where you want to save the file. Create an email to Berg Company and attach the file you just saved to the email.
The default folder for the file will be the Infinity folder. It doesn't really matter where it's saved. You just need to remember the location so you can attach it to an email.

OR

To cut and paste your information, create an email to Berg Company and cut and paste the information in the box on the Activate screen into the email.

A subject line of "Activate Infinity" is recommended for the email.

6. Send the email to Berg Company.
This completes Step 1 of activation. You may continue working with Infinity software.
7. When you receive a return email, start the activation process again (see step 1 above).
8. Choose **Step 2**. Click **Continue....**
The return email will contain your License key in the message body and also as an attached file. You can either type in the codes or read the attached file to fill in the codes.
9. To type in the license key yourself, answer **No** to "Do you have a key file?" Enter the **Reference Code** and **License Key** from the email. Click **Continue....**

OR

To use the file attached to the email, save the file to your computer and note the folder location. Answer **Yes** to "Do you have a key file?" Select the folder location of the saved file. Click **Continue....**

If the license key is entered correctly, your software will be activated and you will no longer see the grace period warning when you run Infinity software.

Activation by Email

- ▶ Activation or renewal by email lets you send your information whenever you're working at the computer without spending time on the phone.
- ▶ A return email will only be sent during Berg business hours.
- ▶ For more help with software licensing, see [About Activation & Renewal](#).

Transfer a License

To transfer an Infinity software license to a new PC:

1. [Remove the license](#) from the old PC.
2. Install Infinity software on your new PC, using the install CD with your serial number.
3. Activate the software on the new PC by [phone](#), [fax](#) or [email](#) using the normal activation sequence.
Note that the expiration date for the software on the new PC will be same as the original license.

Transfer your License

- ▶ You may transfer your license and Infinity software to another PC.
- ▶ You can't just transfer your license if you plan to change the PC motherboard, hard disk or Operating System. A new license will need to be generated. Contact Berg before you do this.
- ▶ Note that Windows Update will not require a new license.

Remove a License

To remove an Infinity license:

1. Close **Infinity**.
2. Run **Infinity Utilities**.
*If you don't have a desktop icon, use Windows **Start | All Programs** to find the **Berg Infinity** folder. Click **Berg Infinity Utilities**.*
3. Pull down the **File** menu and click **Remove...**
4. Select how you want to contact Berg Company and click **Continue....**
If the software is not currently activated, you will jump directly to step 6.
5. Contact Berg with identifying information by [phone](#), [fax](#) or [email](#).
Much of the remainder of the process is like the activation process, with the addition of a removal reason.
6. Select a removal reason.
You may add a free form text reason also if you like.
7. When Berg contacts you, enter the **Remove Reference** and **Remove Key** to complete the removal.
8. Finally, depending on the reason for removal, you will be asked to allow deletion of the Infinity software.
*For example, if you are moving the software, you no longer need Infinity on this PC. If you do delete the software, it is recommend that you follow this with using **Control Panel | Add/Remove programs** to remove Infinity.*

Remove a License

- ▶ Follow these steps to remove your license from one PC if you want to [transfer](#) it to another PC.
- ▶ If you plan to change the PC motherboard, hard disk or Operating System, contact Berg before you do this. A new license will need to be generated. (Note that Windows Update will not require a new license.)
- ▶ Some other situations may also require you to remove your license and then re-activate the software.
- ▶ This is one of the only functions present **ONLY** in Utilities.

Preconfigure Software for Multiple End Users

To preconfigure software for multiple end users:

1. Use your own serial number to install Infinity on your PC.
2. [Change the business name](#) of the database to represent an end user.
This is important for distinguishing between end users.
3. Enter setup details for the end user.
4. Make a [backup of the database](#) (without changing the serial number) into a sub-folder using descriptive backup folder names.
Note that the name will include the end user's business name.
5. Repeat steps 2-4 for each end user.
It is then easy to switch between different end users using a single install since each end user has a backup folder with their business name and all of these backups are using your serial number.
6. To view an end user's database you've backed up, use [restore full database](#).
The business name is displayed on the Infinity title bar so it is easy to see which database you are viewing.

Preconfiguring Software

- ▶ Because of the new licensing policy, you can no longer install more than one serial number on your PC.
- ▶ Even if you have copies of each end user's database on your PC, you should always have the customer make backups on site.

To transport a database to the end user:

1. Make a [backup of the database](#) to removable media, changing the serial number to the end user's.
2. Install Infinity at the site with the user's serial number.
3. [Restore the full database](#) using the preconfigured database copy you've made with the appropriate serial number.
4. Determine if the database at the user site is the master copy (as opposed to the copy on your PC).
It is important to keep track of which is the master and which is a copy. It is usually the case that the end user may make changes on site and their database should be considered the master and not the copy on your PC.

To make changes for the end user using your laptop:

1. At the end user PC, make a [backup of the database](#) to removable media, changing the serial number to your own.
2. [Restore the full database](#) to your laptop.
Now you can work at the bar knowing you have a copy of the user's master database.
3. If you make changes, make a [backup of the database](#), changing the serial number to the end user's.
4. [Restore the full database](#) on the user's PC.

Change from a Duplicate Serial Number

To change a serial number:

1. Order a new serial number.
2. Make a backup copy of the entire Infinity folder.
3. Insert the install CD with the new serial number.
4. Click **Change from a Duplicate Serial Number**.
5. Select the folder of your database.
This automatically changes the database serial number to the serial number on the CD.
6. Click **Install Infinity software** to upgrade your present database with its new serial number.

Duplicate Serial Number

- ▶ Use this procedure in situations where a serial number has been shared on two or more locations.
- ▶ You can also use this feature to change the serial number of any version database to a new serial number.

Access Configuration Options

To access configuration options (at software install):

1. Complete the Infinity installation process.
The Configuration screen appears at the end of the installation process.

To access configuration options any time after software installation:

1. Close Infinity if it is currently running.
2. Insert the Infinity CD in a CD drive.
Use the same CD used to install the software or the [serial numbers](#) won't match and you won't be able to change any options.
3. Click **Install Infinity Software**. Follow the instructions.
Click Next to continue through the setup process or Back to return to a previous screen. Agree to the license agreement and the prompt about correct serial number.
4. Click **Configure** in the Setup type screen.
5. Click **Next** to accept the path of the database.
If your database is in a different path, type it in the entry field or click Browse to select the folder.
6. Click **Next** to verify the operation.
The Configuration screen appears.
7. Enter all your [configuration options](#).
Click **Finish** after you've to exit the setup process and return to Windows.
For help with the Clear Sales procedure see [How to clear sales from the database](#).
8. Remove the Infinity CD from the CD drive.

Access Configuration

- Configuration options include [security options](#), [data storage and display options](#), [country options](#) (units of measure), and [features](#).
- These options are entered at the time of software installation and can be modified as the need arises.
- You can also [clear sales](#) from the database from the Configuration screen.

Security Options

To find security options:

1. [Access Configuration Options](#).
2. Click **Security**.

To add a new user:

See [Register User Information](#)

To change a user password or security level:

See [Modify User Information](#)

To change a user name:

1. [Unregister](#) the user.
2. [Register](#) the user with the new name.

To remove a user:

See [Unregister Users](#)

To enable/disable password protection for your system:

See [Enable/Disable Passwords](#)

To modify the number or names of security levels:

See [Security List](#)

To change the Infinity functions accessible at security levels:

See [Function Security Levels](#)

Security Options

- ▶ Infinity offers protected access to the software through user registration, passwords and [security levels](#).
- ▶ Security is maintained by allowing security option changes only from the Infinity CD with the correct [serial number](#). (The CD should probably be locked away when not in use.)
- ▶ You can [change the number and names of your security levels](#) and also [which functions are accessible](#) at each level.
- ▶ Other configuration options include [Data Storage and Display Options](#), [Country Options](#), [Features](#), and [Clear Sales](#).

Register User Information

To register new users:

1. [Access Configuration Options](#).
2. Click **Security**.
3. Click **Register Users**.
4. Enter the user **Name** (up to 19 characters).
This is case sensitive; that is, upper and lower case letters must be entered exactly as the user will enter them. If you make a mistake, backspace or delete to change it.
5. Type a **Password** (up to 16 characters).
The password is case sensitive. You won't be able to read the password on the screen. If you make a mistake, backspace or delete to change it. You can enter the same or different passwords for all users.
6. Select a [Security Level](#).
7. Click **Register** to save the user.
8. Click **OK** to confirm.

Register Users

- ▶ A user's registration is composed of three things: the user name, a password, and a [security level](#).
- ▶ If you [enable passwords](#), no one can run an Infinity program without first entering a correct name and password.
- ▶ If a correct name and password are entered, the security level of user determines the Infinity features the user can access.
- ▶ You can only register a new user with the Infinity CD.
- ▶ Other configuration options include [Country Options](#), [Data Storage and Display Options](#), [Features](#), and [Clear Sales](#).

Modify User Information

To modify user password or security level:

1. [Access Configuration Options](#).
2. Click **Security**.
3. Click **Modify Users**.
4. Select the **Name** of the user you want to change.
5. Type a new [Password](#) and/or select a different [Security Level](#).
6. Click **Save** to save your changes.
7. Click **OK** to confirm.

Modify Users

- ▶ Any changes to a user's registration take place as soon as you enter them.
- ▶ If you want to change a registered user's name, you must first use [Unregister Users](#) to remove the old name and then use [Register New User](#) to register the new name.
- ▶ Other configuration options include [Country Options](#), [Data Storage and Display Options](#), [Features](#), and [Clear Sales](#).

Unregister Users

To unregister a user:

1. [Access Configuration Options](#).
2. Click **Security**.
3. Click **Unregister Users**.
4. Click the user(s) you want to delete.
5. Click **Unregister** to delete the selected user(s) from the list.
6. Click **Yes** to confirm the deletion.
A separate confirmation displays for each user.

Unregister Users

- ▶ You can remove any unregistered user from the list and prevent their access to Infinity software.
- ▶ Other configuration options include [Country Options](#), [Data Storage and Display Options](#), [Features](#), and [Clear Sales](#).

Enable/Disable Passwords

To enable/disable passwords:

1. [Access Configuration Options](#).
2. Click **Security**.
3. Click **Passwords Enabled** to enable password protection. Uncheck it to disable password protection.
Unchecking this option does not delete any registered users. It simply disables protected entry to the system and lets anyone use the software.

Enable Passwords

- ▶ Enabling passwords means every user of your Infinity installation must log on with a user name and password.
- ▶ See [Security Options](#) for links to help setting up users.

Security List

To customize security level names:

1. [Access Configuration Options](#).
2. Click **Security**.
3. Click **Security List**.

To add new security levels or rename current levels:

1. Highlight a current security level name or click an empty field.
Level 1 is the highest security clearance and 8 is the lowest. (Level 1 accesses level 1 functions plus functions in levels 2-8, level 2 accesses its own plus functions in levels 3-8, level 3 accesses its own plus functions in levels 4-8, etc.) You must define at least 4 security levels using the numbers 1-4. All levels must be consecutive (you can't skip a number). Each name can be up to 31 characters.
2. Type a new name for the security level.
3. Click **OK** to save your changes.

To delete a current security level:

1. Highlight and delete the security level name.
All levels must be consecutive so you can't delete any but the lowest level (s). Any functions or users assigned to a deleted security level will be reassigned to the lowest available security level.
2. Click **OK** to save your changes.

To display the Berg default security levels:

1. Click **Defaults** to see the Berg default [security levels](#).

Security List

- ▶ You can change the number and names of your security levels.
- ▶ You can define between four and eight different [security levels](#) with unique names for each level.
- ▶ To customize which Infinity functions are accessible at each security level see [Function Security Levels](#).

Function Security Levels

To customize security level functions:

1. [Access Configuration Options](#).
2. Click **Security**.
3. Click **Function Security**.
4. Using the drop-down menus, select the security level you want for each function.
Use the lowest numbered level for your most restricted functions.
5. Click **Next** to see the next screen or **Back** to return to the first screen.
6. Click **OK** to save your changes and return to the Security Options screen.

To display the Berg default security levels for each function:

1. Click **Defaults** to see the Berg default [security levels](#).

Function Security Levels

- ▶ You can customize which Infinity functions are accessible at each of your [security levels](#).
- ▶ To customize the number and names of your security levels see [Security List](#).

Data Storage and Display Options

To enter data storage and display options:

1. [Access Configuration Options](#).
2. Click **Data**.
3. Select the [Archive Records Storage Length](#) from the drop down list.
4. Select the [Quantity of Stored Data](#) stored in the [archive records](#).
5. Select the [Hourly Sales Type of Data](#) stored for hourly sales reports.
6. Select **Clear** to delete hourly sales data from the ECUs when you [Archive and Clear Sales](#) OR select **Don't Clear** to keep it.
The default is Don't Clear.
7. Select the [Schedule Log Storage Length](#) from the drop down list.
8. Click **OK** to save and exit.

Data Storage and Display

- ▶ You should enter these options at the time of software installation.
- ▶ The options for data storage and display include how long to keep archive records, how much sales data to keep in archive records, what type of hourly sales data you need and how long to keep the schedule log.

Country Options

To enter country options:

1. [Access Configuration Options](#).
2. Click **Country**.
3. Select the [Unit of Measure](#) for calculating and displaying fluid volumes.
You can't change the unit of measure once you've entered any portion sizes into the database.
4. Click **OK** to save and exit.

Country Options

- ▶ The [unit of measure](#) is called a "country" option because usually it is the country you live in that determines how you set this option.
- ▶ You should enter the unit of measure at the time of software installation.

Features

To enable optional features:

1. [Access Configuration Options](#).
2. Click **Features**.
3. Select the Infinity edition best suited to your needs.
You can select a different edition at any time.
Basic
Includes basic Infinity functions, but does not include some report file formats, Export, Inventory and the Reconciliation report.
Enterprise
Includes everything in the Basic edition with the added ability to save reports in .pdf and .html formats, Export, Inventory, the Reconciliation report, import/export prices and portions and design Column Selection reports/exports.
4. Uncheck **Enable Interface** if you don't plan to use it.
This removes the Interface menu and eliminates all sales terminal Interface functionality. Note you can also just [disable a driver](#) instead of disabling Interface.
If you've already loaded drivers to ECUs, you MUST [remove all drivers](#) from all ECUs before disabling Interface. After disabling Interface, you can't remove drivers since the menu choice will be gone.
5. Click **OK** to save and exit.

Features

- Configure your Infinity installation to match your needs.

Clear Sales

To clear sales from the database:


1. [Access Configuration options.](#)
2. Click **Clear Sales**.
3. Click **Yes** to confirm the deletion of all sales records from the computer.
4. Click **OK** when you've read the clear sales completion message.
5. Click **Finish** to exit the Configuration screen.
Don't forget to remove the Infinity CD from the CD drive.

Clear Sales

- ▶ You should clear sales from the database only when you want to erase all [archive records](#) of sales from the computer's hard drive.
- ▶ You may be directed to do this by Berg personnel or you may do it at regular intervals to clear old records from the computer and make room for new ones.
- ▶ Clear sales can remove pours used for initial calibration.
- ▶ Completing this operation will limit the kinds of reports you can run.
- ▶ To automatically clear old sales records see [Data Storage and Display Options](#).
- ▶ Clearing sales from the database does not affect any configuration or setup data (e.g., prices, portions, dispenser assignments).
- ▶ You can only perform this task with your Infinity setup disk.
- ▶ Although there is a menu item for Clear Sales... in the Backups menu, it only directs you to Configuration options. You can't clear sales from the Infinity program.

Preferences

To enter preferences:

1. Pull down the **Options** menu and click **Preferences...**
2. Select your  preferences.
 - Select [Basic Edition](#) or [Enterprise Edition](#) depending on the Infinity features you need. You can select a different edition at any time.
 - Check **Interface** to enable all interface menu choices. You can also remove Interface from your configuration by unchecking the Interface box. This will remove the Interface menu and eliminate all sales terminal Interface functionality. Note you can also just [disable a driver](#).
 - **You MUST [remove all drivers](#) from all ECUs before disabling Interface. After disabling Interface, you will not be able to remove drivers since the menu choice will be gone.*
 - **Explicit Sequence Numbers** applies only when you are interfaced with a Micros POS which uses sequence numbers. If this is checked, you can choose which sequence numbers are used by each ECU or P3 Hub. Use [Sequence Number Setup](#) to do this.
 - **POS Identification** only affects Dispenser Networks. It means that dispensers share a POS and before each pour, the P3 Hub to be used must be selected.
 - Check **Suppress Confirmations** if you don't want to see typical confirmation questions for software tasks. Confirmation questions usually ask if you really want to do the operation ("Are you sure you want to delete X?").
 - Click the **Show Hidden Messages** button to see confirmation screens you've previously asked not to see. For example, when you confirm overwriting current data to import prices and portions, you can specify "Do not show this message again". If you later decide you need the confirmation message, click Show Hidden Messages.
 - **Show PLUs** specifies whether you'll see a column for entering PLUs on the Modify Prices and Portions screen. You won't see this option if you've installed Interface software or enabled the Reconciliation report feature, since PLUs are always shown in these cases.
 - Click Use [descriptive backup folder](#) to save backups with easy to identify names.
 - **Enter Key=Default Button** specifies whether the Enter key functions as the "default" button on Infinity screens. Default means the active button (most commonly OK). Check this option to use the Enter key as a shortcut to clicking OK (or whatever button is the default on the screen). This is the default. Uncheck this option to use the Enter key as a Tab key (which moves focus from one control on the screen to another).
 - **Auto Drop down** specifies whether a drop down list automatically displays on combo boxes. Check this option to automatically display drop down lists (such as brand lists, ECU lists, report lists). Uncheck this option to pull down the list with the down arrow. This is the default.
 - **Select Entire Text** specifies whether the entire text in a text entry field is automatically selected when you enter the field. This is the default. This option is only available in a text field and only when you first enter the field. You can still de-select parts of the text after you enter the field even if you select this option.
 - **Exclude from Choice List** allows you to eliminate [equipment names](#) from drop-down lists. For example, if you never do any operations on an individual dispenser, check Device Name and no device name will show

Preferences

- ▶ You can change your preferences at any time.

up in operations like Enable or Assign Brands.

This is useful since there are many equipment names and drop-down lists may become cluttered. There are names for each dispenser/device, names for the ECUs as well as Groups and sales stations.

3. Click **OK**.

[Click Load Defaults to use default software preferences.](#)

Inventory Options

To enter inventory options:

1. Pull down either the **Options** menu or the **Inventory** menu and click **Inventory Options...**
2. Select an **Order Method**.
***Par Stock** means you specify the number of containers to keep in your total stock for each brand. When the number of containers falls below that amount, Inventory will include the brand on an order and calculate how many containers must be ordered to reach your par stock amount for the brand.*
***Order Point** is the minimum number of containers of the brand you want on hand before you re-order. When the number of containers falls below the order point, Inventory flags the brand to let you know it's time to re-order.*
3. Type your **Establishment** name and **Address** (to be printed on orders).
4. Type the **Tax Percentage** you want added to the total cost of every order.
You'll see this percentage added when you print orders. If you enter zero, tax is not shown on the printed order.
5. Check **Calculate Container Cost** if you want Inventory to recalculate the container cost for each brand in an order based on its order cost.
If your order cost changes frequently, you may not want to select this option, but keep the container cost entered in Brand List Setup.
6. Click **OK** to save your entries and exit.
Click Close to exit the screen without saving.

Inventory Options

- ▶ You can enter Inventory options from the Inventory or Options menu.
- ▶ These options specify order details and can be changed anytime.

Report Options

To enter report options:

1. Pull down the **Options** menu and click **Report Options...**
2. Confirm the correct **Business Name** or type a new one.
The business name appears at the top of all reports and in the title bar of Infinity. You can also [change your business name](#) from a menu.
3. On the **General** tab select the [report data](#) you want Infinity to use. Type the [End of Day](#) time and select the [End of Week](#) day.
4. On the **Selections** tab select the [brand name sort](#) and the [Report Pour Type](#).
5. On the **Define Shifts** tab type [shift Begin and End times](#) (optional).
*You can click on Clear All to remove all defined shifts.
Shifts are used by the [Hourly Sales report](#) and on [Column Selection reports](#) when you pick Pour Shift as one of the columns.
Shifts which do not begin and end on the hour will not be supported by Infinity network ECUs unless they are connected to a Dispenser Network using a Dispenser Converter.*
6. Enter minute interval for periods not covered by the range of shift hours. This is also useful in lieu of explicit shift hours. For example, if you want Hourly Sales to show every half hour, enter 30. The default is 60 minutes.
Intervals other than 60 minutes will not be supported by Infinity network ECUs unless they are connected to a Dispenser Network using a Dispenser Converter.
7. On the **Printer Fonts** tab select the [Font Name](#) and the [Font Size](#).
8. Click **OK** to save the entries on all tabs and exit the Report Options screen.
*To use the Berg defaults (excluding the business name) click **Load Defaults**. Click Close to exit without saving any changes.*

Report Options

- ▶ Report options determine the look and scope of Infinity reports.
- ▶ These options are used as the default report options for your system.
- ▶ Specific reports can later be customized with different options if you [run an advanced report](#).
- ▶ You can also create [custom reports](#) using options different from those on the Report Options screen.
- ▶ If you don't change any report options in the Options menu, the Berg default options are used.

Export Options

To enter export options:

1. Pull down the **Options** menu and click **Export Options...**
*You can also click **Export Options...** from the [Export](#) screen.*
2. Select an [Export Format](#).
3. Type a [Column Separator](#) if required.
4. Type a [Comment Character](#) if required.
5. Check [Column Headers](#) if required.
*Click [Load Defaults](#) to see the *Berg* defaults in all fields.*
6. Click **OK** to save your entries and exit.
Click [Close](#) to exit the screen without saving.

Export Options

- ▶ Export options specify the layout of the export file.
- ▶ Options you specify are used for all future exports (until you change them).

Reconciliation Options

To enter reconciliation options:

1. Pull down either the **Options** menu and click **Reconciliation Options...**

2. Select [Compare by Volume](#), [Compare by Sales](#) or **By Count**.

If you select Compare by Volume or By Count, choose the type of Berg volume you want to compare ([Sold Pour Volume](#) or [Pour Volume](#)). That is, you decide whether to include comps and cancels in the volume.

3. Type in the **Column Separator**.

This is a character used to separate columns of information in the sales terminal data file. The default is a comma (,).

4. Type the **Header Lines** number.

This is the number of header/comment lines at the beginning of the sales terminal data file. These lines are skipped by Infinity.

5. Check **Verbose Errors** to see all discrepancies listed on the Reconciliation report.

Discrepancies may include duplicate PLUs in Infinity, unrecognized PLUs from the sales terminal, etc. (There may be expected unknown PLUs from the sales terminal such as those for food orders.)

6. Select a **Sales Terminal File / Station Correspondence**.

*Select **Single File** if one file from the sales terminal contains data for all your ECUs.*

*Select **Use Station Column in Single File** if there is a column in the Sales Terminal File with the name of the Station (You must enter which column is the Station Column below.)*

*Select **Separate File for Each Station** if you need to list multiple sales terminal data files.*

7. Click **Name File...** to enter the path and name of the Sales Terminal Data File. (If you are using a separate file for each station, first click the file name you want to change.)

Select the folder, type the file name and click Open. You can use a [variable sales terminal data file name](#) using curly brackets.

8. Type the **Column** number in the sales terminal file for **PLU**, **Count** or **Sales**.

***PLU Column** identifies which column in the file lists the PLUs. The default is 1.*

***Count Column** displays if you're comparing by volume or count. This identifies which column in the file lists a count for each PLU. The default is 2.*

***Sales Column** displays if you're comparing by sales. This identifies which column in the file lists a sales amount for each PLU.*

If your sales terminal file contains more than one column of **PLUs**,

Count or **Sales**, type the column numbers in numerical order, separated with the character noted on the screen (e.g., 1,3,5). *The separator character used by your PC is displayed after the words "...when separated by" and is typically a comma.*

*When using more than one **PLU** column, you are indicating there is more than one set of data on each line in the sales terminal data file. One use of this is when multiple price levels are exported by the POS systems into a single line. If you enter multiple **PLU** columns, you must enter at least the same number of **Sales** or **Count** columns.*

*You can also specify more than one **Sales** or **Count** column for each PLU column. (The number of columns must be a multiple of the PLU number of columns.) In this instance, the data columns are grouped with a particular PLU column and the data contained in those columns is added together and associated with the single PLU.*

An example of when this is useful is when the POS keeps track of price levels but each price level is not given a separate PLU. For example, there may be three sales columns associated with each PLU (corresponding to

Reconciliation Options

- ▶ To run a [Reconciliation report](#), you must first determine how you will generate a [sales terminal data file](#) at the sales terminal (see your sales terminal representative for help with this).
- ▶ The sales terminal data file must be an ASCII text file.
- ▶ Once you know the column format of the sales terminal data file, its name and location, enter these on the Reconciliation options screen.
- ▶ Unless something changes, you only need to set up these options once.

three different price levels). The PLU association is provided by the column order. For example, if there are 2 PLU columns (1,4) and four sales columns (2,3,5,6), sales columns 2 and 3 are associated with PLU column 1 and sales columns 5 and 6 are associated with PLU column 4.

9. Type the **Station Column** number if you've selected **Use Station Column in Single File**.

This identifies which column in the file gives the station name for the line of data. Only a single column number is allowed. By using the Station Column, you can run separate reconciliation reports against each station. Normally you will be matching up Sales Station names but you can also use Hardware Stations if they are not included in any Sales Station.

10. Type the **Date** and **Time** column numbers (if the file includes that information).

Both columns must be entered if you are using one of them. The stamped date and time will be matched against the date range indicated for the Reconciliation report to determine which records should be compared. Records in the sales terminal file that fall outside the report date range will not be included in the reconciliation report.

11. Click **OK** to save all your entries.

It's okay if there are additional columns in the sales terminal data file--Infinity just ignores them.

Schedule Options

To enter schedule options:

1. Pull down the **Options** menu and click **Schedule Options...**
2. Select a [Report Handling](#) method used for all scheduled reports.
3. Click **Name File...** to change the [Schedule Report Names](#) and/or the file format used for all scheduled reports .
*Select the folder to **Save in**, select the file format to **Save as**, type the **File name** and click **Save**.
Click **Load Defaults** to see the Berg defaults in all fields.*
4. Click **OK** to save your entries and exit.
If you define options on the Options tab of the the [New Schedule](#) or [Modify Schedule](#) screen, those options apply ONLY to the specific schedule being created or modified.

Schedule Options

- ▶ Schedule options specify how report output is generated in a schedule.
- ▶ Default schedule options are used for all new schedules.
- ▶ Changing default options does not affect any existing schedules.
- ▶ You must be using Enterprise Edition to save reports in pdf or html format.
- ▶ You must be using Enterprise Edition to save as text files (txt or csv).
- ▶ Infinity report files (rdf) can only be opened in Infinity but the text files can be viewed by a variety of programs.
- ▶ Note that saving as a text file loses the report formatting.

View Hardware Configuration

To view hardware configuration:

1. Pull down the **Options** menu and click **View Hardware Configuration**
OR

From any screen press the **F8** key.

The hardware configuration list reflects only your database configuration at the computer--it does not check to see what hardware is attached at the present time.

2. View the folder-type list using the scroll bar if necessary.
3. Click the plus (+) sign on networks or ECUs to view their components.
4. Click the minus (-) sign on networks or ECUs to collapse their components.
5. Click **Close** to exit the screen.

Hardware Configuration

- ▶ This feature lets you view a list of the networks and ECUs you have set up.
- ▶ It also includes the Hardware Station name of each ECU.
- ▶ This list is helpful if you want to get an overview of the system's organization or you need to see what's out there before making changes.
- ▶ This screen is easily moved and resized and you can view it from any screen by pressing F8.
- ▶ The hardware configuration list reflects only your database configuration at the computer--it does not check to see what hardware is attached at the present time.

View Equipment Name Mapping

To view equipment name mapping:

1. Pull down the **Options** menu and click **View Equipment Name Mapping**

OR

From any screen press the **F9** key.

The list reflects only your database configuration at the computer--it does not check to see what hardware is attached at the present time.

2. View the folder-type list using the scroll bar if necessary.
The list is useful to check which ECUs are included in a sales station or other group.
3. Click the plus (+) sign on any equipment to view its name and any components.
4. Click the minus (-) sign to collapse any equipment.
5. Click **Close** to exit the screen.

Equipment Name Mapping

- ▶ This feature lets you view a list of the groups, sales stations, hardware stations and devices you have set up.
- ▶ This list is helpful if you want to get an overview of the system's organization or you need to see what's out there before making changes.
- ▶ This screen is easily moved and resized and you can view it from any screen by pressing F9.
- ▶ The equipment list reflects only your database configuration at the computer--it does not check to see what hardware is attached at the present time.

Demo Mode

To use demo mode:

1. Pull down the **Options** menu and click **Demo Mode**.
The menu displays a checkmark and Infinity immediately switches to demo mode.
2. To set up options for this mode, see [Demo Setup](#).
3. To connect in demo mode to a live ECU, see [Demo ECU](#).
4. To exit demo mode, pull down the **Options** menu and click **Demo Mode**.
Infinity immediately switches back to live mode.

Demo Mode

- ▶ Demo mode performs all of the same functions to the Infinity database without communicating with any equipment.
- ▶ This makes this mode valuable for demonstrations, for preliminary setup or for making a large number of changes.
- ▶ If changes made in demo mode need to be applied to actual equipment, you must later perform a [clear and restore memory](#) (on every affected ECU) using a live version of Infinity.

Demo ECU

To set up a demo ECU:

1. Pull down the **Options** menu and click **Demo ECU...**
You must be in [Demo Mode](#) to see this option.
2. Type the **ECU number** and click **OK**.
3. Click **Live Connection** in the **Communications** box (displayed in the top left corner of Infinity while in demo mode).
Only one ECU is allowed to communicate in Demo Mode. All other ECUs will get a CM25 error.

Demo ECU

- ▶ You are allowed to communicate with a single ECU while in Demo Mode.
- ▶ If you are running a version of Infinity built and installed as DEMO, select the Demo ECU by running the Setup program on the Infinity CD.

Demo Setup

To set up a demo version:

1. Pull down the **Options** menu and click **Demo Setup....**
2. Enter your choices for [demo version numbers](#) on the **Demo Setup** screen.
3. Click **OK** to save your changes and exit or click **Close** to exit without saving changes.

Demo Setup

- ▶ You can set up a demo version of Infinity to simulate the sales data of an actual system even though you have no Infinity hardware connected.
- ▶ The numbers you choose for your demo version are used to generate a random amount of sales data to demonstrate Infinity's features.
- ▶ Click **Load Defaults** to use Berg's default demo version numbers.
- ▶ You can also [connect one ECU](#) to a demo version of Infinity.

Brand Wizard - Introduction

What is the Brand Wizard?

The Wizard steps you through the process of loading Berg's brand list to your computer.

How can I get to the Brand Wizard?

The Brand Wizard appears the first time you run Infinity in a new installation. Or pull down the **Pouring** menu and point to **Brand Operations**. Click **Brand Wizard...**

Do I have to use the Brand Wizard?

No. If you click Cancel, you can exit. The Berg brand list is not loaded. You can use the Wizard later to load the Berg brand list OR go to [Load Initial Brand List](#).

To proceed with the Brand Wizard:

Click **Next**.

In the next step, you select which product types from the brand list you want to change and/or load.

Brand Wizard

- ▶ To save time entering the name of every brand in your system, you can easily load Berg's brand list using the Brand Wizard.
- ▶ Each brand in the list has factory default prices and portions according to its [product type](#). The Wizard lets you replace these defaults with your own.
- ▶ You can change the number of sizes and price levels and the default prices and portions for specific product types.
- ▶ Setting your own defaults is useful when you have several brands within a product type with the same prices and portions.
- ▶ If you don't want to set your own default prices and portions, you can load the brand list with the factory defaults. You can always change the prices and portions for specific brands after the brand list is installed.

Brand Wizard - Product Types

What is this step?

This step of the Wizard shows you the six [product types](#) in the Berg brand list. You need to select which product types you want to load to your computer. You may not want or need all product types.

For each product type you select, a series of screens will appear to give you a chance to make changes to the defaults for that product type.

To proceed with the Brand Wizard:

1. Select the product type(s).
Even if you don't want to make any changes to product type defaults, select the product types you want included in your list. If you deselect all product types, you'll exit the Wizard.
2. Click **Next** to proceed with the next step.

Brand Wizard

- ▶ Click **Back** at any step of the Wizard to return to a previous screen and make changes.
- ▶ Click **Cancel** at any time to exit the Wizard.
- ▶ Each brand in the list has factory default prices and portions according to its [product type](#). The Wizard lets you replace these defaults with your own.

Brand Wizard - Sizes and Price Levels

What is this step?

This task lets you modify the number of sizes and [price levels](#) for a particular product type. This is useful if you never use all the sizes and price levels available or if you want to increase the sizes and price levels available because you've added a 1544 Infinity ECU to your system.

Changes to the number of sizes and price levels affect any currently defined prices and portions.

To proceed with the Brand Wizard:

1. Select the maximum number of portion sizes and price levels you want for the indicated product type.

For the cocktail product type, select the maximum number of ingredients you want for a cocktail recipe.

OR

Click **Load Defaults** to use the Berg defaults.

You're not defining portion sizes or price levels--you're just saying how many different portion sizes and price levels you'll need.

*If you **reduce** the number of portion sizes and price levels, a message may warn you the highest portion sizes and price levels are the ones that will be eliminated. Click **Yes** to continue (and remove the higher sizes and price levels) or **No** to abort the process. If you eliminate previously defined higher prices and portions, the changes are sent to the ECUs at the end of the Wizard.*

*If you **increase** the number of portion sizes and price levels, a message reminds you that no prices and portions are affected by the change. Click **OK** to continue the process.*

2. Click **Next** to proceed with the next step.

Brand Wizard

- ▶ Click **Back** at any step of the Wizard to return to a previous screen and make changes.
- ▶ Click **Cancel** at any time to exit the Wizard.
- ▶ You can choose the number of portion sizes and price levels you want, but you can't specify their designations.
- ▶ For example, if you choose 2 price levels they will be A and B. If you choose 2 portion sizes, they will be 1 and 2. The higher sizes and price levels are always the ones eliminated.

Brand Wizard - Default Prices and Portions

What is this step?

Each product type in the Berg brand list has factory [default prices and portions](#). This step of the Wizard lets you replace these factory defaults with your own. Setting your own defaults is useful when you have several brands within a product type with the same prices and portions.

If you don't want to set your own default prices and portions, you can load the brand list with the factory defaults by clicking Next.

In this step, a new screen appears for each price level of the indicated product type.

To proceed with the Brand Wizard:

1. To enter your own default prices and portions, type the correct **Portion** and **Price** for each **Size** listed and click **Next**.

You don't need to type a decimal if you're entering a whole number, e.g., type 6 for 6.00 fl oz, or 2 for \$2.00.

OR

Click **Next** to accept the Berg default prices and portions displayed for the product type and price level.

Brand Wizard

- ▶ Click **Back** at any step of the Wizard to return to a previous screen and make changes.
- ▶ Click **Cancel** at any time to exit the Wizard.
- ▶ You can always change the prices and portions for specific brands after the brand list is installed.
- ▶ The number of different portion sizes and price levels you'll see is the number you specified in the previous step.

Brand Wizard - Brand Names

What is this step?

This step gives you a chance to select which product types of the Berg brand list you want to load. (You may not need all product types.) If you didn't select a particular product type on the Brand Wizard - [Product Types](#) screen you won't be able to select it now. (Click **Back** repeatedly if you want to get back to step 2.)

This step just loads the brand names. (There's no harm in loading brand names and then not using them. You can run [Delete Unassigned Brands](#) later.) If you choose not to load one or more product types in this step, any default prices and portions or number of sizes and price levels you've entered for product types in previous steps of the wizard are still saved. A single price table using the defaults is created for each new brand.

To proceed with the Brand Wizard:

1. Select which product types from the Berg brand list you want to load to your computer and click **Next**.

Brand Wizard

- ▶ Click **Back** at any step of the Wizard to return to a previous screen and make changes.
- ▶ Click **Cancel** at any time to exit the Wizard.
- ▶ Any brands you already have in your brand list are not affected by the new list.
- ▶ You'll still need to assign brand names to your dispensers after you've completed the Wizard.

Brand Wizard - Container Setup

What is this step?

This step of the Wizard gives you a chance to specify the container your brands come in. The Wizard simply provides an easy way to assign the same container to all brands or to all brands of a product type. You can always [assign a default container to a product type](#) or [assign a container to any of your brands](#) later on.

The container used for each brand appears on the [Usage](#) report. You must specify a container for each brand you track using the [Inventory](#) feature.

Specify the size and unit of measure for your containers in [Container Setup](#).

If you're upgrading from a previous Infinity release, any bottle sizes you defined in previous releases will be converted to containers. Please check all container sizes using [Container Setup](#).

To proceed with the Brand Wizard:

1. Select a container for each product type and click **Next**.

You'll only be able to select a container for the product type(s) you selected in the previous step of the Wizard.

Brand Wizard

- ▶ Click **Back** at any step of the Wizard to return to a previous screen and make changes.
- ▶ Click **Cancel** at any time to exit the Wizard.

Brand Wizard - Confirmation

What is this step?

This step of the Wizard confirms the changes you've made (if any) and gives you a chance to make any changes before the brand list is loaded.

To proceed with the Brand Wizard:

1. To make changes to any previous steps in the Wizard, click **Back** to return to the appropriate screen.
2. Click **Next** when you're ready to save any changes you've made and to load the brand list for the product types you've selected.

Wait while the Wizard loads the brand list.

Brand Wizard

- ▶ Click **Back** at any step of the Wizard to return to a previous screen and make changes.
- ▶ Click **Cancel** at any time to exit the Wizard.

Network Setup

To find network setup:

1. Pull down the **Management** menu and point to **Setup**. Click **Network...**

To set up a new network:

1. Click **New...**
2. Type the network's unique **New Name**.
The name can be up to 31 characters. If you are setting up multiple networks, use names to easily distinguish between them.
3. Click **Continue...**
*Click **Cancel** to stop setting up a network.*
4. Select the correct **Port** number for the network.
5. Select the **ECU Types**.
*Choose either **Infinity ECUs** (Tap 1, All-Bottle 7, Laser, All-Bottle ID, 1544) or **Dispenser Network ECUs** (Tap 2). If you have a system with both ECU types, you must set up a separate network for each type. (All your ECU types can still be connected in one system in the hardware.)*
6. Type in an optional **Security Code** for the network.
7. Select **Network on Modem** if the network connects to a remote computer.
See [Phone](#), [Init String](#), [Dial Rate](#), [Idle Time](#), [Hangup Time](#), [Tone or Pulse](#), [Connect Wait](#), [Redial Tries](#)
8. Click **OK** to save all your entries and exit the screen.
*Click **Close** to exit the screen without saving.*

To modify a network:

1. Select the **Network** from the drop-down list.
2. Click **Modify...**
3. Select new entries and click **OK** to save your changes.

To rename a network:

1. Select the **Network** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename...**
4. Type a unique **New Name** and click **OK** to save it.

To delete a network:

1. Select the **Network** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
If you have ECUs set up in the network wait for the ECUs to be deleted.

Network Setup

- ▶ From the Network Setup screen you perform all tasks related to setting up [networks](#) in Infinity software.
- ▶ You must set up a new network with a unique name before any communication between Infinity hardware and software can take place.
- ▶ You must set up a network before you can set up any [ECUs](#), [stations](#) or [groups](#).
- ▶ You must set up a separate network for any [Dispenser Network ECUs](#) (Tap 2).
- ▶ See [View Hardware Configuration](#) to see a list of all the networks and ECUs you've set up.
- ▶ Quickly access the [ECU Setup](#) screen with the shortcut button (**ECU/Hardware Station...**) after setting up a network.
- ▶ It's a good idea to [run a communication test](#) for each ECU after you've set up a network. This ensures each ECU can be properly accessed by the computer.
- ▶ Make any major changes to network settings when the system is not in use.

ECU/Hardware Station Setup

To find ECU/Hardware Station setup:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/Hardware Station...**

OR

Click **ECU/Hardware Station...** on [Network Setup](#).

To set up a new ECU:

It's a good idea to enter your system [Device Settings](#) before setting up a new ECU, so the dispensers you set up will have the system settings.

1. See [New ECU Number](#) for help setting up the ECU number.
2. See [New ECU Setup](#) for help setting up the ECU.

To read an ECU to add it to a network:

See [Read an ECU](#)

To copy settings from an existing ECU to create a new one:

See [Copy an ECU](#)

To move an ECU to another network and/or new ECU number:

See [Move an ECU](#)

To change the ECU number in a dispenser network:

See [Assign Address](#)

To modify an ECU's setup:

See [Modify an ECU](#)

To use addressing tools for dispenser network ECUs:

See [Modify an ECU](#)

To rename an ECU:

1. Select the **Hardware Station** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename...**
4. Type a unique **New Name** and click **OK** to save it.

To delete an ECU:

1. Select the **Network** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.

Wait for the software to complete the deletion. When you delete an ECU, the ECU and its dispensers are disabled.

ECU/Hardware Station Setup

- ▶ When you set up a new ECU you tell Infinity that you have an ECU connected, and where. An ECU must be set up with a network name and a unique [ECU number](#).
- ▶ The combination of the network name and ECU number can be thought of as the ECU's "address" which uniquely identifies that ECU to Infinity.
- ▶ You can change the network or ECU number by using [move an ECU](#).
- ▶ You can create a copy of an ECU by using [Copy an ECU](#).
- ▶ You can also [create a new ECU by reading the information stored in an ECU](#).
- ▶ You need to verify that each ECU in your system can be properly accessed by the computer.
- ▶ Use the [communication test](#) to check the connection with each ECU, one at a time.
- ▶ This test does not require that the ECU be defined in the system - it only has to be physically connected to the network you specify, and have the ECU number properly set in the ECU.

New ECU Number

To find new ECU number:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/ Hardware Station....**
2. Click **New....**

To set up a new ECU number for Infinity network ECUs (Infinity, Tap 1, etc):

1. Select the name of the **Network**.
*Select a [network](#) you've already set up for **Infinity network ECUs**.*
2. If you don't know the ECU number, click **Identify...** to communicate with the network and determine the next available ECU.
The next numbered ECU that has not been set up will be identified.

OR

Type the unique [ECU number](#).
*The ECU number must match the number set in the ECU itself. The numbers of any ECUs you've already set up in this network appear in the **Existing ECUs** field.*

3. Select the [ECU Type](#).
4. Click **Continue....**
*The **New ECU Setup** screen displays.*
5. See [New ECU Setup](#) for help setting up the ECU.

To set up a new number for dispenser network ECUs (Tap 2):

1. Select the name of the **Network**.
*Select a [network](#) you've already set up for **Dispenser Network ECUs**.*
2. Type the unique [ECU number](#).
*The next available unique number for this network displays by default. The numbers of any ECUs you've already set up on this network appear in the **Existing ECUs** field.*
3. Select **Dispenser Network** as the **ECU Type**.
4. Click **Set ECU Number...** to communicate with the equipment and "set" this number in the ECU itself.
5. Click **OK** to confirm the message. Go to the ECU and cycle power (pull the power out and plug it right back in to the power supply).
*Wait for communication to occur which assigns the ECU number. When finished, the **New ECU Setup** screen displays.*
6. See [New ECU Setup](#) for help setting up the ECU.

New ECU Number

- ▶ It's a good idea to enter your system [Device Settings](#) before setting up a new ECU, so the dispensers you set up will have the system settings.
- ▶ Setting the ECU number is the first part of setting up an ECU. See also [New ECU Setup](#).
- ▶ An Infinity network ECU number must be set in the ECU itself.
- ▶ Dispenser network ECUs are addressed using the software; you don't have to open them up.
- ▶ The ECU numbers on a network must be unique.
- ▶ If your system uses multiple networks, you can assign unique ECU numbers system wide (e.g., *Network 1: ECU 1, 2, 3* and *Network 2: ECU 4, 5, 6*). Or you can use the same ECU numbers on different networks (e.g., *Network 1: ECU 1, 2, 3* and *Network 2: ECU 1, 2, 3*).
- ▶ You just want to be sure you can easily distinguish your ECUs in the software.

New ECU Setup

To find new ECU setup:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/ Hardware Station....**
2. Click **New....**

To set up a Infinity network ECU (Infinity, Tap 1, All-Bottle, etc):

1. See [New ECU Number](#) for help setting up the ECU number.
2. Type a **Hardware Station** name for this ECU.
The [default hardware station name](#) is the network name + ECU number. Choose a hardware station name to easily distinguish this ECU in a selection list when you assign brands, run reports, or other operations.
3. Select the correct **Device Type** for each **Dispenser Number**.
Depending on the ECU type, you'll see one or more dispenser numbers. You're specifying which dispenser(s) are actually connected to the ECU.
4. Type a new **Device Name** for each **Dispenser Number**.
The default device name is the network name + ECU number + dispenser number. You can enter a more meaningful name (e.g., 'Left Laser 12' or 'Left Sam Adams'). Device names are displayed in all lists of equipment (assigning brands, reports, schedules), so choose names to help distinguish your dispensers easily.
5. Select the **Sales Station** for each **Dispenser Number**.
6. Click **OK** to save the ECU.
7. Wait for all communication with the ECU to finish.
When done, the ECU Setup screen displays with a message at the bottom to confirm saving the new ECU.

To set up a dispenser network ECU (e.g. Tap 2):

1. See [New ECU Number](#) for help setting up the ECU number.
2. Type a **Hardware Station** name for this ECU.
The [default station name](#) is the network name + ECU number. Choose a hardware station name which helps you easily distinguish this ECU in a selection list when you assign brands, run reports, or other operations.
3. Select the correct **Device Type** for each **Device Address**.
On dispenser networks, a P3 Hub is considered a device, as well as Tap 2 taps. (The address of each device will be communicated to the hardware when you click OK.)
See [Set up a Cocktail Pad](#) for more information about [Cocktail Pads](#).
4. Type a new **Device Name** for each **Device Address**.
The default device name is the network name + ECU number + device address. You can enter a more meaningful name (e.g., 'Left POS' or the brand of a tap--'Left Sam Adams'). Device names are displayed in all lists of equipment (assigning brands, reports, schedules), so choose names to help distinguish your dispensers easily.
5. Select the **Sales Station** for each **Dispenser Number**.
See [POS Identification](#) for more information about sharing POS terminals on the Dispenser Network.
6. Click **OK** to save the ECU.
A message tells you to press the address button on the device you've assigned to address A.
7. Go to the equipment you specified for **Device Address A** and press the flashing button.
This enables the software and hardware to communicate the correct address for the device. When finished, the software displays the message for the next device.
8. Repeat step 6 for each device, as prompted.
When all the device addressing is done, communication occurs to send all

New ECU Setup

- ▶ It's a good idea to enter your system [Device Settings](#) before setting up a new ECU, so the dispensers you set up will have the system settings.
- ▶ You can use the **Device Settings...** button as a shortcut to this screen, but you must first save what you've set up on the New ECU Setup screen.
- ▶ It's essential to specify the correct dispensers in the correct positions for ECUs to control pouring at the dispensers.
- ▶ All dispensers now have "device names" and most operations can be performed using a device name.
- ▶ When you set up a new Infinity ECU with an All-Bottle 7 dispenser, the default calibration values for high flow pourers are sent to the ECU. If you're using standard flow pourers, you should enter the correct values before calibrating. See [Initialize calibration values](#).
- ▶ By default, all dispensers are included in the **<Default Sales Station>**. You can also set up Sales Station from [Sales Station Setup](#).
- ▶ Additional functionality available from this screen is found in [Set up a Cocktail Pad](#) and [POS Identification](#).

the ECU setup details to the ECU.

9. Wait for all communication with the ECU to finish.

When done, the ECU Setup screen displays with a message at the bottom to confirm saving the new ECU. See [Modify an ECU](#) for help with dispenser network addressing features.

Read an ECU

To read an ECU to add it to a network:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/Hardware Station....**
2. Select the **Hardware Station** you want to read.
The ECU you read should be a functioning ECU.
3. Click **Show All Options**.
4. Click **Read....**
5. Click **Yes** to confirm the operation.
6. Select the name of the **Network**.
This is the network you want the ECU to be part of.
7. Type in a unique **ECU number** and select the **ECU Type**.
*Select the ECU number set in the ECU itself. This must be an ECU number unused on the selected network. The numbers of any ECUs you've already set up appear in the **Existing ECUs** field.*
8. Click **Continue....**
Wait while the software communicates with the ECU.
The following information cannot be recovered from an ECU and will be lost: Sales Stations, Interface information, PLU recipes, stock rooms, and ingredient prices. It cannot distinguish between Tap Head + Flow Meter and Flow Meter Only mode on Tap 1 and for most dispensers, may not produce the correct brand or cocktail names.

Read an ECU

- ▶ You can add an ECU into a network by reading its current settings. This option is for catastrophic failure only where the database has been lost. If you have regularly backed up your system, you will not likely need to use this option.
- ▶ Reading an ECU to recover lost data should not be used as a substitute for backups.
- ▶ The following information cannot be recovered from an ECU and will be lost: Sales Stations, Interface information, PLU recipes, stock rooms, and ingredient prices. It cannot distinguish between Tap Head + Flow Meter and Flow Meter Only mode on Tap 1 and for most dispensers, may not produce the correct brand or cocktail names.
- ▶ The **ECU number** identifies the ECU to Infinity software. The number you enter in the ECU Number box must match the number set in the ECU. Each ECU in a **network** must have a unique number.

Copy an ECU

To copy settings from an ECU to create a new one:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/ Hardware Station....**
2. Select the **Hardware Station** you want to copy.
3. Click **Show All Options**.
4. Click **Copy....**
5. Select the name of the **Network**. (The network can remain the same.)
6. Type in a unique [ECU number](#).
*Select the ECU number set in the ECU itself. This must be an ECU number unused on the selected network. The numbers of any ECUs you've already set up appear in the **Existing ECUs** field.*
7. Click **Continue....**
*Wait while the software communicates with the ECU. A [Clear and Restore](#) memory operation is performed for you so that the setup information is copied to the new ECU. When the ECU Setup screen displays again, you can click **Modify...** to see the settings or to change the hardware station name for the new ECU. In many cases, you will want to [calibrate](#) the new ECU.*

Copy an ECU

- ▶ You can copy an ECU's setup to create a new ECU in Infinity.
- ▶ The new ECU type must match the type being copied.
- ▶ Information copied includes ECU options and brand assignments and calibration. However, no archived sales information is copied.
- ▶ Also, no station or group membership is copied.
- ▶ The new ECU will get an automatically generated [default station name](#).
- ▶ The [ECU number](#) identifies the ECU to Infinity software. The number you enter in the **ECU Number** box must match the number set in the ECU.
- ▶ Each ECU in a [network](#) must have a unique number.

Move an ECU

To move an ECU to another network and/or new ECU number:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/ Hardware Station....**
2. Select the **Hardware Station** you want to move.
3. Click **Show All Options**.
4. Click **Move....**
5. Select the name of the **Network**. (The network can remain the same.)
6. Type in a unique [ECU number](#).
*For Infinity network ECUs, select the ECU number set in the ECU itself. This must be an ECU number unused on the selected network. The numbers of any ECUs you've already set up appear in the **Existing ECUs** field.*
7. Click **Continue....**
Wait while the software communicates with the ECU.
8. Click **Yes** when prompted to do a Clear and Restore Memory to make sure the setup information is sent to the ECU.
*You may answer **No** if you have physically moved the ECU and know that it already has the setup information stored. When the move operation is complete, the ECU no longer appears under its old location. Note that the Hardware Station name is not changed by moving.*

Move an ECU

- ▶ You can move an ECU from one network to another. You can also change the ECU number for this ECU.
- ▶ No information about this ECU will be lost. You are merely changing its location.
- ▶ The [ECU number](#) identifies the ECU to Infinity software. The number you enter in the ECU Number box must match the number set in the ECU. Each ECU in a [network](#) must have a unique number.

Assign Address

To change the ECU number (on a dispenser network):

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/Hardware Station....**
2. Select the **Hardware Station** you want to move.
This must be a dispenser network ECU.
3. Click **Change Number....**
4. Type the current **ECU number** and click **OK**.
Type 0 if you don't know.
5. Type the new **ECU Number**.
*This must be an ECU number unused on the selected network. The numbers of any ECUs you've already set up appear in the **Existing ECUs** field.*
6. Click **Continue....**
Wait while the software communicates with the ECU.
7. If you see "Click OK and then Apply power to the ECU to be addressed", then Click **OK** and disconnect power to the ECU and then reconnect the power.
*This will occur if you typed 0 (zero) for the current **ECU Number**.*
8. Click **Yes** when prompted to do a Clear and Restore Memory to make sure the setup information is sent to the ECU.
*You may answer **No** if you have physically moved the ECU and know that it already has the setup information stored. Note that the Hardware Station name is not changed by changing the ECU number.*

Assign Address

- ▶ In a dispenser network, you can change an ECU's address from the software.
- ▶ There is no need to open the hardware to assign a new number.

Modify an ECU

To modify an ECU's setup:

1. Pull down the **Management** menu and point to **Setup**. Click **ECU/Hardware Station...**
2. Select the **Hardware Station** you want to modify.
3. Click **Modify...**
4. See [New ECU Setup](#) for help with ECU settings.

To use addressing features (dispenser network ECUs only):

Use **Check Addresses** to check or confirm the addresses currently set in the equipment.

Use **Set Addresses** to send a device address to the actual equipment.

Use **Identify Device** to find out which equipment has a selected device name.

To check device addresses:

1. Click **Check Addresses...** to communicate with the ECU and check all device addresses.
Wait for communication to occur. A message displays listing the device names followed by the device address (e.g., Left Sam Adams / A).
2. Click **OK** after viewing the message.
The results will either confirm what you see on the setup screen or show addresses with no devices (highlighted in green) or missing devices or devices at different addresses (highlighted in red).
3. If applicable, change the device setup details. Or if the setup is correct on the Modify an ECU screen, click **Set Addresses...** to send the displayed address to a device.

To set device addresses:

1. Click **Set Addresses...**
2. Select the **Equipment Name**.
*You'll see device addresses for this ECU. Select **<All>** to send addresses to all devices at this ECU, or select a single device address to send.*
3. Click **OK**.
A message tells you to press the address button on the device.
4. Go to the equipment and press the flashing button on the correct device.
When finished, the software displays the message for the next device, if applicable..
5. Repeat step 5 for any other device, as prompted.

To identify which device has which device name:

1. Click **Identify Device...**
2. Select the **Equipment Name** you want to identify.
You'll see the device names you've set up at this ECU.
3. Click **OK**.
Communication commences with the ECU. A button flashes on the equipment currently set with the selected device name.
4. Go to the equipment and press the flashing button to turn it off.
5. If the actual equipment is not what you expected, make changes to the ECU's setup details and use **Set Addresses...** if you need to send addresses to the equipment.

Modify ECU Setup

- ▶ The steps you take to modify an ECU are similar to those you perform to set up a new ECU.
- ▶ All ECU settings can be modified and the changes are communicated to the ECU as soon as you click OK to enter them.
- ▶ If you have accumulated sales data, run a [clear sales](#) report before making major changes to an ECU's setup.
- ▶ If you want to change pouring options at the ECU, see [Device Settings](#).
- ▶ If you need to change an ECU number or network, see [Move an ECU](#).

Set up a Cocktail Pad

The Cocktail Pad allows you to define cocktails which combine ingredients from different dispensers.

The dispenser converter allows you to connect an Infinity ECU to the Dispenser Network. **You must have version 4.21i or later in order to use cocktails with the All-Bottle ID ECU.**

Now you can create all-bottle cocktails, cocktails including ingredients from laser and all-bottle, a shot and a beer, and beer combinations (like a Black and Tan). These will all ring up as cocktails and not as individual ingredients.

1. Fully [set up your Infinity ECU](#) including [Device Settings](#), [brand assignments](#) and [calibration](#).
2. Pull down the **Management** menu and point to **Setup**. Click **ECU/ Hardware Station....**
3. Select the Dispenser Network **Hardware Station** you want to modify.
4. Click **Modify....**
5. Add in a Cocktail Pad.
6. Add in a Dispenser Converter.
7. Choose the Hardware Station name of the Infinity ECU which is connected to the Dispenser Converter.
8. Click **OK**.
9. Click **OK** on the ECU setup screen.
A message tells you to press the address button on the Cocktail pad and the Dispenser Converter.
10. Go to the equipment and press the flashing button on the correct device.
11. [Assign cocktails](#) to the Cocktail Pad.
12. If you have more than one Cocktail Pad, you must associate each dispenser with one of the cocktail pads. Click on the Cocktail Pad Association tab. For each dispenser, select a Cocktail pad. You can select <None> for devices that are not used in any cocktail.

Cocktail Pad Cocktails

- ▶ The brand used in each cocktail must be assigned before assigning the cocktail to the Cocktail Pad.
- ▶ You can still use Laser Cocktails. You pour them from the Laser as normal.
- ▶ If a Laser is part of a cocktail which also has other ingredients, you do not go into cocktail mode at the Laser.

To pour a cocktail from the Cocktail Pad

- ▶ Enter the cocktail number on the pad and press Enter (#).
- ▶ Go to the dispensers which have ingredients and pour that brand. You do not need to select a size.
- ▶ The cocktail is not rung up until you pour the first ingredient
- ▶ You will not be able to pour at any other brands at the Infinity ECU until you complete the cocktail.
- ▶ After the last ingredient is poured, the cocktail pad returns to its ready state.

Device Settings

To find Device Settings:

1. Pull down the **Management** menu and point to **Setup**. Click **Device Settings**.

OR

Click **Device Settings...** on [ECU Setup](#).

To set up system device settings:

1. Select **<System Settings>** as the **Device Name**.
2. Check **Actual** to only see those settings which apply to the equipment you currently have defined on your system. If this is not checked, then you'll see every possible setting for every possible device. Don't worry about settings not applicable to your system.
3. Click or enter the settings you want to use for your system.
See [Description of Device Settings](#) for help with each setting.
4. Click **OK** to save.

5. Select a communication option and click **Continue....**

These options are provided so you can wait to send the settings later, when you have other changes to send to the equipment at the same time. Wait while the changes are broadcast to the equipment, if you've selected to send changes.

To set up settings for an ECU type:

1. Select **<System Settings>** as the **Device Name**.
2. Select the tab with the ECU type you want to set.
You will only see options that apply to the ECU type you have selected. These settings are considered system wide settings and will affect other ECU types that share any setting type.
3. Check **Actual** to only see those settings which apply to the equipment of this ECU type that you currently have defined on your system.
*Some options also depend on the **version** of equipment you have.*
4. Click or enter the settings you want to use for your system.
See [Description of Device Settings](#) for help with each setting.
4. Click **OK** to save.

5. Select a communication option and click **Continue....**

These options are provided so you can wait to send the settings later, when you have other changes to send to the equipment at the same time. Wait while the changes are broadcast to the equipment, if you've selected to send changes.

To set up individual device settings:

1. Select the **Device Name**.
You can also select an hardware Station for to affect an entire ECU.
2. Click or enter the settings you want to use for this device.
You'll only see features applicable to the selected device. See [Description of Device Settings](#) for help with each setting.
3. Click **OK** to save.
4. Select a communication option and click **Continue....**
These options are provided so you can wait to send the settings later, when you have other changes to send to the equipment at the same time. Wait while the changes are broadcast to the equipment, if you've selected to send changes. See [Broadcast Pending](#) when you're ready to send all changes later.

Device Settings

- ▶ Device settings will normally be made on a system basis. That is, if all of your dispensers are set up the same, you only need to set these once on the device settings form.
- ▶ Dispenser settings are no longer changed on ECU setup.
- ▶ Any settings you enable will only be used if the appropriate equipment (with the necessary EPROM version) is installed.
- ▶ You can always select different settings for specific equipment if you don't want to use your system settings.
- ▶ The information box at the top of the Device Settings screen tells you if a selected device has the system settings.

Description of Device Settings

Device Settings

Repeat Enabled enables the repeat button on taps for repeat pours.

*Tap 1 taps allow enabling of either **Alternate Size** or **Repeat**, but not both. Tap 2 taps can enable both features. If you select both options in your System Settings, Tap 1 taps will show Repeat Enabled and Alternate Size disabled. (Select specific Tap 1 equipment in Device Settings if you want to select an option different from your System Settings.) Selecting neither the **Alternate Size** or **Repeat** option disables the repeat button at the taps.*

Repeat Delay is the number of seconds (0.8-9.9) the tap pauses between identical repeat pours.

Dispensing is the pouring control method used for taps.

Tap Head + Flow Meter is flow meter in line, portion control using a Tap head.

Flow Meter Only is flow meter in line. This simply monitors volume with no Tap head.

Tap Head Only is portion control by timer using a Tap head; no flow meter.

End of Keg indicates the preferred notification when a flow meter detects an empty keg.

This is disabled if the pouring control method is Tap Head Only.

Immediate means immediately pause the pour.

After Pour means pause after pour is complete.

No Notify means no notification at the tap.

Backup Timer Percent is used as a backup for taps using *Tap Head + Flow Meter*. With this dispensing method, the pour is always timed in case of the rare circumstance that a flow meter fails. However, the backup timer can interfere with a full pour, especially when the flow rate is variable. If your backup timer is stopping pours prematurely, try increasing the backup timer percent. The backup timer percent is a percentage of the expected pour time. This percentage is only used as a backup to stop a pour if the flow meter does not register the expected pour volume within the expected pour time PLUS the backup percentage time. The percent can be anywhere from 0% to 100%. (20% is the Berg default). You can enter a default value for your System Settings, or you can enter a different value on different taps by selecting the specific equipment. (Any displayed **Timer Value** on [Initialize Calibration Values](#) will always reflect the calibrated time and does not factor in the Backup Timer Percent.)

Example: It normally takes 5 seconds to pour 8 ounces. You are using Tap Head + Flow Meter and have set the Backup Timer Percent to 20%. If the flow meter does not register 8 ounces by the time 6 seconds have passed (100% + 20% of 5 seconds), the pour is stopped.

Cancel Lockout Pct. can provide a "lockout" for canceled pours at a tap. When a pour reaches the percent you indicate, it cannot be canceled. For example, 75 means any pour at least 75% full cannot be canceled. Set to 0 to disallow all cancels. Set to 100 to allow all cancels. (Tap 2 only)

Charge Cancels means any canceled pours are recorded as full-volume, full-price pours.

Add a Head Limit is the maximum number (0-10) of consecutive add a head pours allowed. Setting the limit to 0 means there is no limit.

Add a Head Button lets you designate a tap button to be used exclusively to add a head. Set to <None> if you need all your tap buttons. (Tap 2 only)

Add a Head Open Pct indicates how far open the tap valve should be during an add a head. The default is full open (100%). (Tap 2 only)

Brightness is the brightness level (0-7) of the tap's keypad. 7 is the brightest.

Cocktail Mode lets you select *Brand Pouring Only*, *Brand and Cocktail Pouring*, or *Cocktail Pouring Only* for Laser dispensers.

All-Bottle ID have identical brands means whenever brand assignments are changed on one ABID they are changed for all ABID dispensers (this is the default). Unchecking means all ABID dispensers are totally independent. If you want to assign brands separately to each of your All-Bottle ID dispensers, uncheck this option. This allows more than 200 total brands on a system (but only 200 at any one ABID). This is potentially a lot more work since you must make assignments individually for each ABID dispenser (likely the bottom 50 or so will be the same at every ABID).

Complimentary Enable allows complimentary pouring at any dispenser.

Complimentary Reset automatically resets dispensers to full price pouring after a complimentary pour.

Bartender Price Level Enable enables price level changes at the dispensers. (Otherwise, price level changes can only be made in Infinity or with a schedule.)

Size/Bank Reset automatically resets the portion size or bank to regular after every pour.

Button 16 Enable enables [button 16](#) for switching into and out of cocktail mode for Laser 16 dispensers.

Complimentary Cocktail Enable enable complimentary cocktail pouring at the ECU.

You must select Complimentary Enable and a Cocktail Mode that permits cocktail pouring first.

Cocktail Reset automatically resets a Laser dispenser to regular brand pouring after a cocktail pour.

If you also enable Start in Cocktail Mode, this automatically resets to cocktail pouring after a brand pour .

Manual Enable enables manual pouring at the taps.

Simultaneous Ingredients means all ingredients in a cocktail pour at the same time. This can speed dispensing and aid in mixing the cocktail.

You must select a Cocktail Mode that permits cocktail pouring first.

Start in Cocktail Mode means any reset of the equipment will put Laser dispensers in cocktail pouring mode.

If you also enable Cocktail Reset, the dispenser switches back to cocktail pouring after a regular brand pour. This option is enabled only if you select the Cocktail Mode of Brand and Cocktail Pouring.

Pause Enable enables the pause feature at the taps. Uncheck to disallow pausing a pour (Tap 2 only).

Program Mode enables the programming of pourers using an All-Bottle ID dispenser.

Show Prices and/or **Show Portions** lets you see price and portion information displayed on an All-Bottle ID dispenser when you insert a pourer.

Alternate Size Enabled enables the repeat button on a tap to pour alternate portion sizes (sizes 5-8).

*Tap 1 taps allow enabling of either **Alternate Size** or **Repeat**, but not both. Tap 2 taps can enable both features. If you select both options in your System Settings, Tap 1 taps will show Repeat Enabled and Alternate Size disabled. (Select specific Tap 1 equipment in Device Settings if you want to select an option different from your System Settings.) Selecting neither the **Alternate Size** or **Repeat** option disables the repeat button at the taps.*

Alternate Size Reset means there is a reset of the portion sizes at the tap to standard mode after every alternate size pour (if you enabled alternate size pouring).

Sales Station Setup

To find sales station setup:

1. Pull down the **Management** menu and point to **Setup**. Click **Sales Stations...**

To set up a new station:

1. Click **New**....
2. Type the sales station's unique **New Name**.
The name can be up to 31 characters.
3. Click **Continue**....
*Click **Cancel** to stop setting up a sales station.*
4. Select an entry in the **Selection List** list and drag and drop to the **Current Definition** list (or click **<Add** to move the entry). Repeat for all equipment included in this station.
*If you make a mistake, select the entry and drag and drop (or click **Remove**) to move the entry back to the Selection List. You can create an empty sales station if you want to make the hardware station assignments later. Empty sales stations do not appear in station selection lists when you perform Infinity operations (such as enabling/disabling stations, running reports, etc.). Any empty sales stations are deleted if you close Infinity.*
5. Select a **Driver** (if necessary).
See [Set Up Sales Station for Interface](#) and [Activate Driver](#) for additional help.
6. Click **OK** to save all your entries and exit the screen.
*Click **OK** to the message about loading drivers, if prompted. See [Load Driver](#).*

To modify a sales station:

It's a good idea to [clear sales](#) at the ECU(s) before modifying a sales station (if you want the modified sales station's reports to reflect sales only from the date you modified the sales station.)

1. Select the **Sales Station** from the drop-down list.
2. Click **Modify**....
3. Add or remove equipment from the **Current Definition** and click **OK** to save your changes.

To rename a sales station:

1. Select the **Sales Station** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename**....
4. Type a unique **New Name** and click **OK** to save it.

To delete a sales station:

1. Select the **Sales Station** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
If you delete a sales station, the ECUs and dispensers in the sales station are put back on the Selection list. They must be assigned to a different sales station to be interfaced.

Sales Station Setup

- ▶ All Infinity network hardware stations (ECUs) and Dispenser network dispensers must be in a sales station to be interfaced with a sales terminal.
- ▶ By default, all ECUs and dispensers are included in the **<Default Sales Station>**. If you remove any equipment from this default sales station and do not re-assign it to another sales station, it will not be interfaced.
- ▶ You can set up a new sales station if you want to combine Hardware Stations (ECUs) into a single logical unit or accountability area.
- ▶ You might do this if you'll always change their [price levels](#) at the same time, run the same reports, etc.
- ▶ When [Allowing Multiple Drivers](#), sales stations indicate which driver is being used by each ECU.
- ▶ For Dispenser network ECUs, if there is more than one P3 Hub on an ECU, an additional sales station is required to specify the association between each P3 Hub and the dispensers it services,
- ▶ For maximum flexibility, [set up new groups](#) for all operations involving multiple ECUs. (An ECU can only be in one sales station, but can be in multiple groups.)

Group Setup

To find group setup:

1. Pull down the **Management** menu and point to **Setup**. Click **Groups...**

To set up a new group:

1. Click **New....**
2. Type the group's unique **New Name**.
The name can be up to 31 characters.
3. Click **Continue....**
*Click **Cancel** to stop setting up a group.*
4. Select an entry in the **Selection List** list and drag and drop to the **Current Definition** list (or click **<Add** to move the entry). Repeat for all equipment included in this group.
*If you make a mistake, select the entry and drag and drop (or click **Remove>**) to move the entry back to the Selection List. You can create an empty group if you want to make the station/group assignments later. Empty groups do not appear in group selection lists when you perform Infinity operations (such as enabling/disabling groups, running reports, etc.). However, any empty groups are deleted if you close Infinity.*
5. Click **OK** to save all your entries and exit the screen.

To modify a group:

It's a good idea to [clear sales](#) at the ECU(s) before modifying a group (if you want the modified group's reports to reflect sales only from the date you modified the group.)

1. Select the **Group** from the drop-down list.
The only group you can't modify is a [Master Group](#). (There's no need to modify a master group because, by definition it includes all ECUs--even those you set up after you define a master group.)
2. Click **Modify....**
3. Add or remove equipment from the **Current Definition** and click **OK** to save your changes.

To rename a group:

1. Select the **Group** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename....**
4. Type a unique **New Name** and click **OK** to save it.

To delete a group:

1. Select the **Group** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
If you delete a group, the ECUs and dispensers in the group are put back on the Selection list. Then they can be assigned to a different group.

Group Setup

- ▶ [Groups](#) are the most flexible equipment setup item in the software. A group can consist of hardware stations, sales stations, dispensers, or it can include other groups in its definition.
- ▶ You should set up a new group for each logical combination of stations and/or groups that helps you perform management tasks.
- ▶ For example, if you have Infinity and TAP 1 hardware stations, you can define a group called Liquor that includes all the Infinity hardware stations, a group called Beer that includes all the TAP 1 hardware stations, and a group called All that includes the Liquor and Beer groups. You can then perform operations on all liquor, all beer, or everything at once.
- ▶ If you always run reports, etc. for the entire system or for individual stations, one group that includes all stations is probably sufficient for you.
- ▶ A [Master Group](#) that includes all ECUs is automatically created if you install **Infinity** with a new database or as an update.

Delete Empty Sales Stations/Groups

To delete empty sales stations and groups:

1. Pull down the **Management** menu and point to **Setup**. Click **Delete Empty Sales Stations/Groups**.

2. Click **Yes** to proceed with the deletion.

You won't see a list of the sales station and group names deleted, but you can safely perform this operation knowing any sales station or group with assigned equipment won't be touched.

Delete Empty Sales Stations and Groups

- ▶ Use this menu item to quickly delete any sales stations or groups with no assigned equipment.
- ▶ This is useful after you've set up all your ECUs, stations and groups or after you've made changes that leave stations or groups empty.
- ▶ Any time you exit Infinity, this operation will be automatically performed for you.

Broadcast Pending

To broadcast pending changes:

1. Pull down the **Management** menu and point to **Setup**. Click **Broadcast Pending...**

A list of the pending changes displays (e.g., "Prices and Portions have not been updated"). Or you'll see a message that there are no changes to broadcast.

2. Select the **Equipment Name**.
*This is the equipment you want to communicate with. Select **Master Group** to send the changes to all affected equipment.*
3. Click **OK** to send the changes.
4. Wait for communication with the equipment.

Broadcast Pending

- ▶ Use this menu item to send all changes you've made in the software to the hardware in one operation.
- ▶ When you make changes such as altering portions for a brand that affects multiple dispensers, you will be given a choice whether you want the changes to be sent now or not.
- ▶ If you delay sending price portion changes, you can send them by using the broadcast operation at any time.
- ▶ This is useful if you're performing several setup tasks.
- ▶ If you exit Infinity and have not yet sent the changes to the equipment, you will be prompted to broadcast those changes.

Re-program

To re-program a dispenser network device:

1. Pull down the **Management** menu and point to **Setup**. Click **Re-program....**
2. To re-program one device only, click **Single Device** and select the **Equipment Name**.
OR
To re-program multiple devices of the same type, click **Device Type**, select the **Device Type** and the **Network**.
*Select **Device Type** to send new firmware to all devices of that type with one operation.*
3. Click **Run**.
4. Select the new firmware hex file. Click **Open**.
5. Wait for communication with the equipment.
6. Click **Yes** when prompted to do a Clear and Restore Memory if you want to perform the operation now.
*You may want to answer **No** now and wait for all devices to finish before performing a [Clear and Restore Memory](#) on each.*

Re-program

- ▶ Use this menu item to re-program dispenser network devices (Tap 2, P3 Hub, etc.) with new firmware.
- ▶ You must have the new firmware file to perform this operation. Berg will provide this file.

Loopback Test

To find loopback test:

1. Pull down the **Communications** menu and click **Loopback Test....**

To perform a loopback test:

1. Select the number of the **Port**.
2. Select the **Baud Rate**.
3. Type the **Phone** number if you are testing a modem connection.
4. Type the **Init String**.
The default (AT+PQC=3+PIG=1+PMH=1+PSS=2&D2&C1&N6)) sets Data Terminal Relay and Carrier Detect to normal and turns off Auto Answer.
5. Select **Tone** or **Pulse**.
6. Click **Run** to begin the test (without the loopback tester in place).
The loopback test commences. You should see exactly 100% failure.
7. If you don't see 100% failure, click **Stop** to end the test.
The port you've chosen is already in use by a device that is echoing the loopback signal. That port is not available for Infinity.
Select a new **Port** number and click **Run**.
8. When you see 100% failure, plug the loopback tester into the computer port. (You don't need to stop the test.)
If the failure rate decreases to near 0%, you know the port is OK.
9. Click **Stop** to end the test.
10. Click **Close** to exit the **Loopback Test** screen.
You can perform a series of tests in the following order to check all parts of the network to computer connection:

COM port loopback test:

1. Unplug the converter from the computer's COM port and plug the loopback tester in its place.
2. Run the loopback test.
If there are no errors, the COM port is OK. Perform the converter loopback test. If there are errors, either the COM port is incorrectly specified or the port is defective. If you're unsure this is the port you're looking for, try plugging the loopback tester into another 9 or 25 male pin port and see if the screen keeps counting errors. If any port you try doesn't quit counting errors, you may have a defective serial port.

Converter loopback test:

1. Unplug the loopback tester from the COM port and plug the converter back into the COM port.
2. Disconnect the network cable from the converter.
3. Connect the test cable supplied with the loopback tester to the converter (interconnecting the loopback tester and converter).
4. Run the loopback test.
If there are no errors, the converter and its transformer are OK. Perform the network cable loopback test.
If there are errors, the converter and/or its transformer are not working. Substitute a different converter or transformer and run the test again.

Network Cable loopback test

1. Unplug the loopback tester from the converter and reconnect the network cable.
2. Disconnect the other end of the network cable from either the network junction box or an ECU, and plug that end of the network cable into the loopback tester.
3. Run the loopback test.
If there are no errors, the network cable is OK. If there are errors, replace the network cable ends. If the test still fails, the cable is probably defective somewhere in the middle of the cable, and should be replaced.

Loopback Test

- ▶ Perform a loopback test to verify you have a working, accessible COM port on your computer. You must have a loopback tester to connect to the port to perform this test.
- ▶ If the loopback tests verify proper operation of components but communications still fail for a single ECU, or for only a few ECUs (but not all), [perform the ECU Communication Tests](#) to test the individual ECU cable(s).
- ▶ If communications fail for all ECUs within a network, the problem is either in the software configuration (e.g., the baud rate is set incorrectly), or in some hardware component or connection between the computer and the network.

Communication Test

To find communication test:

1. Pull down the **Communications** menu and click **Communication Test...**

To perform a communication test:

1. Choose **Select an ECU** or **Select Equipment Name**.
Select an ECU means you'll select a network name and the ECU number.
Select Equipment Name means you'll select the hardware station name of the ECU.
2. If you chose **Select an ECU**, select the name of the **Network** and the number of the **ECU**.
You can type in the number of an ECU that hasn't been defined in the software, as long as the ECU is connected to the computer.
OR
If you chose **Select Equipment Name**, select the **Equipment Name**.
3. Check **Show Error** to see an error message when the test discovers a problem.
4. Click **Run** to begin the test.
The communication test commences. You'll most likely see near 0% failure or exactly 100% failure. If you see failures, check the ECU number and baud rate set at the ECU. Perform a loopback test to make sure the COM port is working. You can also tighten cable connections while the communication test is running and observe any changes in the failure rate.
5. If an **Error** message window appears, click **Help** to see further information about the error or click **OK** to close the message window.
6. Click **Stop** to end the communication test.
7. Click **Close** to exit the Communication Test screen.

Communication Test

- ▶ This test verifies communication on a network line to an ECU.
- ▶ The network must be set up in the software and the ECU number must be set at the ECU before you perform this test.
- ▶ You can either select an existing ECU or type the number of an ECU connected to the system but not yet set up in software.
- ▶ It's a good idea to perform this test on every ECU in a network after you've set up the network and before you set up the ECU in the software.

Communication Wizard

To use the communication wizard:

1. Pull down the **Communications** menu and click **Communication Wizard...**
2. Click **Next** to proceed with the wizard.
You'll have a chance to cancel at any step. The wizard helps you troubleshoot communication problems between your computer and any ECUs in a hard-wired network. Since it takes you through the process step by step, the wizard is especially helpful if you're not sure you're running a [loopback](#) or [communication test](#) properly. The Wizard can help you determine the correct computer port and take you through a series of loopback tests to find the source of a communication problem.

Communication Wizard

- ▶ You don't have to use the Wizard. You can perform [communication tests](#) and [loopback tests](#) on your own.
- ▶ To use the Wizard you must have a loopback tester, your network communication must be at 9600 baud and the ECUs must be free of security codes.
- ▶ The Wizard can't help you test communication on a modem-connected network.

Clear and Restore Memory

To clear and restore memory:

1. Pull down the **Communications** menu and click **Communication Test...**
2. Select the **Equipment Name**.
You can only select one ECU at a time to clear and restore.
3. Click **OK**.
A warning message appears reminding you that this operation clears all sales data from the ECU.
4. Click **Yes** to proceed.
The communication with the ECU commences. If needed, click Yes to confirm changes to ECU settings.
5. Wait while the ECU's memory is cleared and restored.
6. Click **Cancel** to exit the Clear and Restore Memory screen.
You may see a message informing you of differences between the ECU's data and the database at the computer. If your ECU's been having problems, it's usually best to reload data from the computer to the ECU. If you are using Interface, performing this operation also brings up a message asking if you want to load the driver to the ECU.

Clear and Restore Memory

- ▶ When you clear and restore memory for an ECU, you reset the setup data at the ECU to match the setup data in the software and clear any sales data stored in the ECU.
- ▶ This also establishes the EPROM version number of the ECU in the Infinity database.
- ▶ You should perform this operation if you encounter memory problems in an ECU or you change the EPROM in an ECU or you replace an ECU.
- ▶ This operation clears all sales data from the ECU without archiving or printing it. Run a [Clear Sales \(Z\)](#) report first (if possible) if you want to preserve the sales data.
- ▶ When you clear and restore memory for an ECU with an All-Bottle ID dispenser, turn the ID dispenser off during the operation. (Or you may turn the dispenser off and back on after the clear and restore is complete.)

Identify Device

To identify which actual device has a device name:

1. Pull down the **Communications** menu and click **Identify Device...**
OR
Click **Identify Device...** on [Modify an ECU](#) to identify devices specific to an ECU.
2. Select the **Equipment Name** you want to identify.
You'll see all the device names you've set up on any dispenser network ECUs.
3. Click **OK**.
Communication commences with the ECU. A button flashes on the equipment currently set with the selected device name.
4. Go to the equipment and press the flashing button to turn it off.
5. If the actual equipment is not what you expected, make changes to the [ECU's setup](#) details and use [Set Addresses](#) if you need to send new addresses to the equipment.

Identify Device

- ▶ This operation can be performed for dispenser network devices only (e.g., Tap 2).
- ▶ Use this communication feature to find out which equipment has a selected device name.
- ▶ You can also identify devices that are not yet addressed by selecting <Hardware Station name> Unaddressed.

Get Address

To get addresses (dispenser network devices or ECU):

1. Pull down the **Communications** menu and click **Get Addresses...**
2. Leave **Get ECU Address** unchecked if you want to check an ECU address.
If you leave this unchecked then you'll see dispenser network ECUs in the list.
3. Select the **Equipment Name**.
Selecting an ECU means you're getting an address for a device at that ECU.
4. Click **OK**.
5. Go to the equipment and press the flashing button on the correct device.
When finished, the software displays the address and equipment name for that device.

OR

2. Check **Get ECU Address** unchecked if you want to check an ECU address.
If you check this box then you'll see a list of dispenser networks.
3. Select the **Network**.
Selecting a network means you're getting an address for an ECU on that network.
4. Click **OK**.
5. Go to the ECU and disconnect power. Then reconnect power.
When finished, the software displays the ECU number and hardware station name for that ECU.

Read Addresses

- ▶ This operation can be performed for dispenser network devices only (e.g., Tap 2).
- ▶ Use Get Address when you are not sure what the address is for a particular device or ECU.

Set Addresses

To set addresses (dispenser network devices):

1. Pull down the **Communications** menu and click **Set Addresses...**

OR

Click **Set Addresses...** on [Modify an ECU](#) to set addresses for a specific ECU.

2. Select the **Equipment Name**.

If you used the Communications menu, you'll see dispenser network ECUs in the list. Selecting an ECU means you're setting addresses for all devices at the ECU.

2A. If you select an ECU, click on Set Current Addresses only. If this is checked, the lower Address list will only include device names that are already defined. If this is unchecked, the Address list will contain all legal address letters.

2B. Select whether or not you want to address more than one device.

2C. Select the starting address for addressing.

*If you're on the Modify an ECU screen, you'll see all the device addresses for the specific ECU. In this case, select **<All>** to send addresses to all devices at this ECU, or select a single device address to send.*

3. Click **OK**.

A message tells you to press the address button on a specific device.

4. Go to the equipment and press the flashing button on the correct device.

When finished, the software displays the message for the next device, if applicable.

5. Repeat step 4 for any other device, as prompted.

- 6.

Set Addresses

- ▶ This operation can be performed for dispenser network devices only (e.g., Tap 2).
- ▶ Use Set Addresses to send a device address to the actual equipment.
- ▶ To check all the device addresses currently set at a specific ECU, see [Modify an ECU](#).

Read Addresses and Versions

To read addresses (dispenser network devices):

1. Pull down the **Communications** menu and click **Read Addresses and Versions...**

OR

Click **Check Addresses...** on [Modify an ECU](#) to read addresses for a specific ECU.

2. Select the **Equipment Name**.

If you used the Communications menu, you'll see dispenser network ECUs in the list. Selecting an ECU means you're reading addresses for all devices at the ECU.

3. Click **OK**.

When finished, the software displays all responding devices with their address, device type and version. if the versions do not match for all devices of the same type then [re-program](#) the older versions.

Read Addresses

- ▶ This operation can be performed for dispenser network devices only (e.g., Tap 2).
- ▶ Use Read Addresses to check or confirm the addresses currently set in the equipment. You should check that all version for any device type are the same.

Reset Dispenser Network ECU

To reset a dispenser network ECU (and its devices):

1. Pull down the **Communications** menu and click **Reset...**
2. Select the **Equipment Name**.
You'll see dispenser network ECUs in the list.
3. Click **OK**.
Reset cycles power for the ECU and its devices, putting them into a "neutral", default state. It does not change any settings or data.

Reset DN ECU

- ▶ This operation can be performed for dispenser network devices only (e.g., Tap 2).
- ▶ Use Reset when the system seems to be "frozen" or is in some unrecognized state (light pattern not understood).
- ▶ Reset is a good diagnostic step before using [clear and restore memory](#).

Brand List Setup

To find brand list setup:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Brand List Setup....**

To modify a single brand's setup :

1. Select the **Product Type** and **Brand Name** from the drop-down list.
2. Click **Modify....**
3. Enter a [Descriptor](#) (optional), [Container](#), [Container Cost](#), [Retail Price Per Unit](#), and [specific gravity](#) (only required if you calibrate using grams).
See [Set up a brand for Inventory](#) if you're using the Inventory feature.
4. Click **OK** to save your changes.

To switch a brand's product type:

See [Switch Product Type](#)

To copy a brand's setup to other brands (of the same product type):

See [Copy Brand Setup](#)

To modify the setup of multiple brands:

1. Click **Multiple....**
This lets you view all brands in your list in a table format.
2. Change setup entries for each brand (see Modify a Single Brand above).
See also [Modify Multiple Brands](#) and [Calculate Retail Price](#).
*Click the **Inventory** tab and see [Set up a brand for Inventory](#) if you're using the Inventory feature.*
3. Click **OK** to save all your changes.

To add a new brand or cocktail to the list:

1. Click **New....**
2. Type the brand or cocktail's unique **New Name**.
The name can be up to 31 characters.
3. If you are adding a brand, click **Continue...** to proceed or click **Close** to exit.
OR
If you are adding a cocktail, click **OK** to save the name or click **Close** to exit without saving.
See [Modify Cocktail Prices and Portions](#) to set up the cocktail recipe.
4. Select setup entries for the new brand (see Modify a Brand above) and click **OK** to save your changes.
*Click **OK** even if you didn't make any entries to confirm you want the brand set up that way.*

To rename a brand or cocktail:

1. Select the **Product Type** and **Brand Name** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename....**
4. Type a unique **New Name** and click **OK** to save it.
The new name displays in the Brand Name list.

To delete a brand or cocktail from the list:

1. Select the **Product Type** and **Brand Name** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.

Brand List

- ▶ To save time entering the name of every brand in your system, load Berg's brand list using the [Brand Wizard](#) or the [Load Initial Brand List](#) menu item.
- ▶ If every brand or cocktail you want to pour is already included on the list you don't need to add any new brands.
- ▶ The brand list is divided into [product types](#): beer, cocktail, liquor, mixer, wine and other.
- ▶ The brand list can be [sorted by descriptor](#).
- ▶ To specify the sizes of your containers or add new container names, see [Container Setup](#).
- ▶ When you add a new brand or cocktail to the list, "standard" prices and portions are automatically created for it using default prices and portions for the product type.
- ▶ All PLUs for new brands and cocktails are initially set to zero.
- ▶ You can quickly [delete all brands and cocktails not assigned to any dispensers](#).
- ▶ If you try to delete a brand assigned to any dispensers, a message reminds you the assignments are deleted, as well as any sales data for the brand. The brand or cocktail's prices and portions are deleted at the same time.
- ▶ You can't delete brands which are required ingredients in cocktail recipes.

New Prices and Portions for New Brand

To select new prices and portions for a new brand:

1. Select the **Category** of prices and portions you want for the new brand.
2. Click **OK** to proceed.
Click Cancel to stop adding the new brand. Neither the brand or its prices and portions will be created.

New Prices and Portions

- ▶ When you create a new brand, at least one set of prices and portions will be created for you.
- ▶ If you have more than one [Category](#), you must select which category to use for the prices and portions.
- ▶ The default is to create prices and portions for all existing categories.

Modify Multiple Brands

To modify multiple brands:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Brand List Setup....**
2. Click **Multiple....**
All brands in your list display in a table format.
3. Select the [Container](#) from the drop-down list.
If you haven't already done so, you can quickly select the default container for a product type using the [Brand Wizard](#).
4. Type the [Container Cost](#).
5. Type the [Retail Price Per Unit](#).
OR
Click on [Calculate Retail Price](#) to compute the average retail unit price for each brand by using the current price portion tables.
6. Type the [Descriptor](#) (optional).
7. Type in the [specific gravity](#). (optional)
*Click the **Inventory** tab and see [Set up a brand for Inventory](#) if you're using the Inventory feature.*
8. Click **OK** to save all your changes.

Multiple Brands

- ▶ To save time setting up your brand list, you can enter information for all brands using this table.
- ▶ To set up container sizes or add new containers, see [Container Setup](#).
- ▶ Any bottle sizes you defined in previous releases will be converted to containers. Please check all container sizes if you're upgrading from a previous Infinity release.

Switch Product Type

To switch product type:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Brand List Setup....**
2. Select the current **Product Type** and the **Brand Name**. Click **Modify....**
3. Click **Switch Type....**
If the brand is currently assigned to dispensers, you'll see the assignment list.
4. Select the **Switch To** product type.
Liquor can be switched to the Wine or Mixer product type.
Beer can be switched to the Liquor, Wine or Mixer product type.
Wine can be switched to the Beer, Liquor or Mixer product type.
Mixer can be switched to the Beer, Liquor or Wine product type.
Cocktail can't be switched any other product type.
5. Click **OK** to save the switch.

Switch Product Type

- ▶ You can change the [product type](#) designation of a brand.
- ▶ Switching a brand's product type is useful if a brand's product type was defined incorrectly and you want to switch to the correct product type.

Copy Brand Setup

To copy a brand's setup information to other brands:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Brand List Setup...**
2. Select the current **Product Type** and the **Brand Name**. Click **Modify...**
Select a brand representative of other brands.
3. Click **Copy...**
A list displays with brands of the same product type.
4. Click **Continue...** to proceed with the copy process.
5. Select one or more brands in the list using the mouse or space bar.
*Click **Select All** to select the entire list. Click **Clear** to deselect all choices.*
6. Click **Continue...** to copy the setup information to all selected brands.
The Modify Brand screen shows a message at the bottom confirming the copy.

Copy Brand

- ▶ All of a brand's setup information (with the exception of Product Code) can be copied to one or more other brands.
- ▶ You can only copy brand setup information to other brands of the same product type.

Initialize Brand List

To load the initial brand list:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Load Initial Brand List...**
2. Select the [product type](#)(s) you want to load.
3. Select a default [container](#) for each product type.
4. Click **OK** to load the list.
Wait while the loading of the list of brands from the selected product type(s) occurs.

Initialize Brand List

- ▶ Perform this task to load Berg's list of brands to your computer.
- ▶ You don't need to perform this task if you already loaded the brand list with the Brand Wizard.
- ▶ Any brands already in your brand list are skipped by this process--they're not reloaded and no settings are changed.
- ▶ Each brand in the Berg list has [default prices and portions](#) which have the "Standard" category name. If you want to change the default prices and portions for one or more product types before you load Berg's list, see [Price and Portion Defaults](#).
- ▶ You can also import your brand list from a file. See [Import Prices and Portions](#).

Select Sizes and Price Levels

To select sizes and price levels:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Select Sizes and Price Levels...**
2. Select the **Maximum Sizes** you want for each product type.
You're not defining any portion sizes--you're selecting the number of different portion sizes you'll need for each product type.
3. Select the **Maximum Ingredients** you want for a cocktail recipe.
4. Select the **Maximum Price Levels** you want for each product type.
You're not defining any price levels--you're selecting the number of price levels you'll need.
5. Click **OK** to save the maximum sizes and price levels and exit the screen.
6. If you reduce the number of sizes and price levels, a message warns you the highest sizes and price levels are the ones that will be eliminated. Click **Yes** to continue (and remove the higher sizes and price levels) or **No** to abort the process.

OR

If you increase the number of portion sizes and price levels, a message reminds you no prices and portions are affected by the change.

Click **OK** to continue the process.

If you increase the number of portion sizes and price levels, remember to enter prices and portion sizes for the new sizes and price levels--they aren't automatically filled. If you eliminate previously defined higher prices and portions, the changes are sent to the ECUs.

Select Sizes and Price Levels

- ▶ You don't need to perform this task if you loaded the brand list with the [Brand Wizard](#).
- ▶ This task lets you modify the number of sizes and price levels for a particular product type.
- ▶ This is useful if you never use all the sizes and [price levels](#) available or if you need to increase the sizes and price levels available because you've added a 1544 Infinity ECU or an All-Bottle ID dispenser to your system.
- ▶ Changes to the number of sizes and price levels affect any currently defined prices and portions and any default prices and portions given to new brands.
- ▶ You can select the number of portion sizes and price levels you want, but you can't specify their designations. *For example, if you choose 2 price levels, they will be A and B. If you choose 2 portion sizes, they will be 1 and 2. The higher sizes and price levels are always the ones eliminated.*
- ▶ The number of portion sizes and price levels for [Test Pour](#) can't be changed.

Price and Portion Defaults

To find price and portion defaults:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Price and Portion Defaults...**

To modify price and portion defaults for a product type:

1. Select the [Product Type](#) with price and portion defaults you want to change.
2. Click a [Price Level](#) tab.
3. Type the correct **Portion** and **Price** for each [Size](#) listed on the tab. *Sizes 1-3 correspond to the three possible portions (small, regular and large) for All-Bottle 7 and Laser dispensers. Sizes 1-8 correspond to the eight possible sizes on TAP 1 taps if [alternate sizes](#) are enabled. If you don't use alternate sizes don't worry about sizes 5-8. Sizes 1-4 correspond to the four possible portions (small, regular, large and special) for 1544 Infinity ECU dispensers. You don't need to type a decimal if you're entering a whole number, e.g., type 6 for 6.00 fl oz, or 2 for \$2.00. Note that for cocktails you're entering default portion sizes and prices for each Ingredient in the cocktail in addition to a default Cocktail Price. See [cocktail defaults](#). For cocktails, you can also use the [calculate portion prices](#) feature.*
4. Repeat steps 2 and 3 for any **Price Level** tab that has prices and/or portions you want to change.
Since defining new default prices and portions does not affect any brands that currently have old default prices and portions, you may want to copy your new defaults to specific brand(s) in the product type. See below.
5. To define a default container for this product type, select the **Container**. See [Container Setup](#) to create different containers, or see [Set up a Brand for Inventory](#) to assign a container to an individual brand.

To copy price and portion defaults to brands in the product type:

1. Click **Copy...** on the Enter Product Type Defaults screen.
See [Copy Prices and Portions](#).

Price and Portion Defaults

- ▶ Perform this task at any time to modify the [default prices and portions](#) for a particular product type.
- ▶ Berg's default prices and portions are used if you don't set your own.
- ▶ You can set your own price and portion defaults 3 different ways:
 1. Use the [Brand Wizard](#)
 2. Use this procedure
 3. Use the Save as Default button on the [Modify Prices and Portions](#) screen
- ▶ Setting your own defaults is useful when you have several brands within a product type with the same prices and portions.
- ▶ Setting your own defaults means new brands added to the brand list will have these defaults as well as any brands to which you assign these defaults.
- ▶ Defining new default prices and portions does not affect any brands that currently have old default prices and portions.

Size Names

To find size names:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Size Names...**

To create a new size name set:

1. Click **New...**
2. Type the size name set's unique **New Name**.
The name can be up to 31 characters.
3. Click **Continue...** to proceed or click **Close** to exit.
4. Type a name for each **Size** and click **OK** to save your changes.
Click Apply to...

To assign a size name set:

1. Select the **Size Name Set** from the drop-down list.
2. Click **Show All Options**.
3. Click **Assign To...**
4. Select where to assign the size names and click **Continue...**.
*You'll have a chance to choose which **Product Type** or **Descriptor** on the next screen.*
5. Select a **Product Type** or **Descriptor** and click **OK**.
A message at the bottom of the screen tells you when the operation is complete.

To modify a size name set:

1. Click **Modify...**
2. Type a new name for any **Size**.
3. Click **OK** to save your changes.

To rename a size name set:

1. Select the **Size Name Set** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename...**
4. Type a unique **New Name** and click **OK** to save it.

To delete a size name set:

1. Select the **Size Name Set** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
5. Click **Continue** to complete the deletion or **Cancel** to abort the process.

Size Names

- ▶ Perform this task to enter your own names for sizes.
- ▶ Once you create a size name set, you can assign it to any product types or to brands with a descriptor.
- ▶ You can create as many size name sets as you need.

Delete Unassigned Brands/Cocktails

To delete unassigned brands and cocktails:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Click **Delete Unassigned Brands/Cocktails**.
2. Click **Yes** to proceed with the deletion.

Delete Unassigned

- ▶ It's usually best to purge any unused brand/cocktail names to create a more concise brand list.
- ▶ [Inventory](#) works best if you purge unassigned brands.
- ▶ Be sure you've made all your brand and cocktail assignments before performing this task.
- ▶ When you delete unassigned brands and cocktails, their prices and portions are also deleted.
- ▶ If you have more than one [category](#) for a brand, only those price and portion categories that are not assigned are deleted. The brand itself is deleted only if all of its price categories are not assigned.
- ▶ If all price portion tables that use a category name are deleted, then the category name will also be deleted.

About Importing Brand Prices and Portions

Why or when should I import prices and portions?

Use Import to save time entering prices and portions at a new Infinity installation or to quickly change prices and portions at an existing installation. Typically, you import prices and portions if you've previously entered them somewhere else. For example, you may have entered them at another Infinity installation or in a POS system.

Import Prices and Portions

► For how-to steps see [Import Brand Prices and Portions](#).

What does it mean to import prices and portions?

Importing means you tell Infinity to copy the prices and portions saved in a file to your database. It means you don't individually enter prices and portions for each brand; they are copied in one step from the file.

How do I get an import file?

You can create a file by exporting prices and portions from another Infinity installation (see [Export Prices and Portions Brands](#)). Or you may be able to export prices and portions from a POS system to a file (see the POS documentation). You can also create a file in any spreadsheet or text editor and type in the price portion information.

What needs to be in the import file?

The import file should contain a separate line of text for each size of every price level of every brand you're importing. Each line should list the price, portion and PLU at the specified size and price level. Each separate item in a line is called a "column". [Import columns](#) must be separated by a single character called a "[column separator](#)" (usually a comma). See the following excerpt from a sample import file:

```
Absolut,Liquor,A,1,0.50,1.00,500
Absolut,Liquor,A,2,1.00,3.50,501
Absolut,Liquor,A,3,1.50,4.25,502
Absolut,Liquor,B,1,0.50,1.75,503
Absolut,Liquor,B,2,1.00,3.95,504
Absolut,Liquor,B,3,1.50,4.75,505
Absolut,Liquor,C,1,0.50,2.00,506
Absolut,Liquor,C,2,1.00,4.00,507
Absolut,Liquor,C,3,1.50,5.00,508
```

In this file excerpt, **Brand** name is column 1, **Product Type** is column 2, **Price Level** is column 3, **Size** is column 4, **Portion** is column 5, **Portion Price** is column 6 and **PLU** is column 7. Columns can appear in any order in your file, but all lines in the file must use the same order. You can also leave out columns you don't need. For example, if you don't use price levels or PLUs, your import file may look like this:

```
Absolut,Liquor,1,0.50,1.00
Absolut,Liquor,2,1.00,3.50
Absolut,Liquor,3,1.50,4.25
```

(In this case, the prices listed will be copied to the existing number of price

levels in your database.)

Portions in the import file should be listed in the unit of measure set up for your database. Prices should be listed in the unit set up for your computer. Price, portion and PLU amounts in the import file may be truncated or rounded if necessary to fit into the proper units. For example, if your database uses two decimal places for prices, then 4 is interpreted as 4.00 and 4.152 is truncated to 4.15.

— How do I know what numbers to enter for Columns on the Import screen?

Columns refers to the order of the price/portion information in each line of your import file. For example, in the following sample line from an import file, **Brand** is listed first, so it's column 1.

Absolut, Liquor, A, 1, 0.50, 1.00, 500

You should enter a number on the Import Prices and Portions screen for each column name specifying the order it appears in your import file. There is no pre-set "correct" order; the important thing is determining how your import file is organized. Find out the column order used by the exporting program or just look at your import file by opening it in a spreadsheet or text editing program. Look at each line and determine in what order the price/portion information is listed. Is the brand name listed first? If so, **Brand** is column 1. Is **Price Level** next? That's column 2, and so on.

If a column is not included in your file (for example, you're not using PLUs), type a zero next to the column name on the Import Prices and Portions screen to indicate the information doesn't appear in your file.

If the columns **Price Level** or **Size** are not included in your import file, the prices and portions listed for a brand in the file will be copied to all price levels or sizes of the brand.

If the column **Product Type** is not included in the import file, any brands in the file not already in your database receive the "Liquor" product type.

If the columns **Portion**, **Portion Price** or **PLU** are not included in the import file, any existing portions, prices and PLUs in your database will be retained. This includes entries of zero in your database.

Optional columns are [Product Type](#), [Price Level](#), [Size](#), [Portion](#), [Portion Price](#), [PLU](#), [Descriptor](#), [Product Code](#), [Calibration Defaults](#) and [Specific Gravity](#).

— What if I want a price, portion or PLU listed as zero in my database?

If you want an entry in your database to be zero (for example, you don't use size 3), make sure the price/portion/PLU entry is zero in the import file itself. For example:

Absolut, Liquor, A, 1, 0.50, 1.00, 500

Absolut, Liquor, A, 2, 1.00, 3.50, 501

Absolut, Liquor, A, 3, 0, 0, 0

— When I import, are my existing prices and portions replaced?

Imported prices and portions will replace any existing prices and portions with the same category name. If you want to import with the same category name, you may want to [store existing configuration settings](#) or [backup your database](#) before importing.

If you import prices and portions with a new category name, they become a new set of prices and portions in your database.

— What happens if I import a category of prices and portions already assigned to dispensers?

The imported prices and portions are immediately sent to the ECU(s).

— What happens if a brand in the import file is not in my database?

The new brand will be added to your brand list using the product type specified in the import file. If there is no product type specified, the product type "Liquor" is assigned. The new brand gets any product type defaults for the brand fields. You may want to review these defaults, which include cost per unit, container size and inventory par stock/order point.

— What happens if the number of sizes and/or price levels in the import file is greater than the number set up for my database?

Any price levels and sizes in the file which exceed the maximum number of sizes and price levels set up for each product type in your database are not imported.

About Importing Cocktail Prices and Portions

Why or when should I import prices and portions?

Use Import to save time entering prices and portions at a new Infinity installation or to quickly change prices and portions at an existing installation. Typically, you import prices and portions if you've previously entered them somewhere else. For example, you may have entered them at another Infinity installation or in a POS system.

Import Cocktail Prices and Portions

► For how-to steps see [Import cocktail prices and portions](#).

What does it mean to import cocktail prices and portions?

Importing means you tell Infinity to copy the cocktail recipes, prices and portions saved in a file to your database. It means you don't individually enter prices and portions for each cocktail and its ingredients; they are copied in one step from the file.

How do I get an import file?

You can create a file by exporting cocktail prices and portions from another Infinity installation (see [Export Prices and Portions Brands](#)). Or you may be able to export cocktail prices and portions from a POS system to a file (see the POS documentation). You can also create a file in any spreadsheet or text editor and type in the cocktail price portion information.

What needs to be in the cocktail import file?

The cocktail import file should contain a separate line of text for each price level of every cocktail you're importing. Each cocktail line should list the cocktail name, price level, price and, optionally, PLU. For example:

Margarita,Cocktail,A,3.00,208

Margarita,Cocktail,B,4.00,209

Margarita,Cocktail,C,5.00,210

In addition, directly following these cocktail lines should be a separate line of text for each price level of every ingredient in the cocktail. Each ingredient line should list the brand name, price and portion at the specified price level. For example:

Tequila,Liquor,A,1.50,0.50

Tequila,Liquor,B,2.00,0.50

Tequila,Liquor,C,2.50,0.50

Triple Sec,Liquor,A,0.75,0.50

Triple Sec,Liquor,B,1.00,0.50

Triple Sec,Liquor,C,1.25,0.50

Each separate item in a line is called a "column". [Import cocktail columns](#) must be separated by a single character called a [column separator](#) (usually a comma). In the above file excerpts, **Cocktail/Brand** name is column 1, **Product Type** is column 2, **Price Level** is column 3, **Portion Price/Cocktail Price** is column 4, **Portion** is column 5 and **Cocktail PLU** is column 5.

Portions in the import file should be listed in the unit of measure set up for your database. **Prices** should be listed in the unit set up for your computer.

Price, portion and PLU amounts in the import file may be truncated or rounded if necessary to fit into the proper units. For example, if your database uses two decimal places for prices, then a 4 is interpreted as 4.00 and 4.152 is truncated to 4.15.

— How do I know what numbers to enter for Columns on the Import screen?

Columns refers to the order of the price/portion information in each line of your import file. For example, in the following sample line from an import file, the Cocktail name is listed first, so it's column 1.

Margarita, Cocktail, A, 3.00, 208

You should enter a number next to each column name on the Import Prices and Portions screen specifying the order it appears in your import file. Find out the column order used by the exporting program or just look at your import file by opening it in a spreadsheet or text editing program. Look at each line and determine in what order the price portion information is listed. Is the cocktail/brand name listed first? If so, **Cocktail/Brand** is column 1. Is **Price Level** next? That's column 2, and so on.

Columns can appear in any order in your file, but all lines in the file must use the same column order. This means in a cocktail recipe, the **Cocktail / Brand** name of ingredients must have the same column number. The **Cocktail Price** and **Portion Price** of each ingredient must have the same column number. If you use **Cocktail PLUs**, your import file may use the same column number for **Cocktail PLU** and ingredient **Portion** (since one applies only to cocktail lines and the other to ingredient lines). Or they may be different columns.

If any column is not included in your file, enter a zero next to the column name on the Import Prices and Portions screen to indicate it doesn't appear. For example, if you don't use price levels, type a zero for **Price Level**. (In this case, the prices listed will be copied to all the price levels in your database.)

If the column **Product Type** is not included in the import file, type a zero and make sure an intervening line appears between cocktail definitions in the import file. See "How does the import file show where one cocktail recipe ends and another begins?" below.

If the columns **Portion**, **Portion Price/Cocktail Price** or **PLU** are not included in the import file, any existing portions, prices and PLUs in your database will be retained. This includes entries of zero in your database.

Optional columns are [Product Type](#), [Price Level](#), [Portion](#), [Ingredient Portion Price](#) or [Cocktail Price](#), [Cocktail PLU](#).

— How does the import file show where one cocktail recipe ends and another begins?

Cocktail recipes are distinguished one of two ways: using a **Product Type** column or using a blank or intervening line in the file.

If you use a Product Type column, the word "Cocktail" in the Product Type column signals the start of a cocktail definition. Any succeeding lines in the file with a different product type are considered ingredients in the cocktail recipe. As soon as another line appears with "Cocktail" as the product type, a new definition starts.

If you don't use a Product Type column, there must be a blank line (or any line without column separators) in the file between each cocktail definition.

The following excerpt from a sample cocktail import file uses a Product

Type column:

Black Russian,Cocktail,A,3.50,211

Black Russian,Cocktail,B,3.50,212

Black Russian,Cocktail,C,3.50,213

Vodka,Liquor,A,2.25,1.25

Vodka,Liquor,B,2.25,1.25

Vodka,Liquor,C,2.25,1.25

Coffee Liqueur,Liquor,A,1.50,0.75

Coffee Liqueur,Liquor,B,1.50,0.75

Coffee Liqueur,Liquor,C,1.50,0.75

Daiquiri,Cocktail,A,3.50,232

Daiquiri,Cocktail,B,3.50,233

Daiquiri,Cocktail,C,3.50,234

This excerpt uses a blank line between cocktails and does not have a Product Type column:

Black Russian,A,3.50,211

Black Russian,B,3.50,212

Black Russian,C,3.50,213

Vodka,A,2.25,1.25

Vodka,B,2.25,1.25

Vodka,C,2.25,1.25

Coffee Liqueur,A,1.50,0.75

Coffee Liqueur,B,1.50,0.75

Coffee Liqueur,C,1.50,0.75

Daiquiri,A,3.50,232

Daiquiri,B,3.50,233

Daiquiri,C,3.50,234

The method you use depends on the exporting program or your preference when creating the file in a spreadsheet or text editor. Either method imports cocktails accurately. You specify you're using a **Product Type** column when you enter a number for its Column order on the Import screen. Type a zero if you're not using this column and make sure an intervening line appears between cocktail definitions in the import file.

— What if I want a price, portion or PLU listed as zero in my database?

If you want an entry in your database to be zero (for example, you don't use price level 3), make sure the price/portion/PLU entry is zero in the import file itself. For example:

Black Russian,Cocktail,A,3.50,211

Black Russian,Cocktail,B,3.50,212

Black Russian,Cocktail,C,0,0

— When I import, are my existing prices and portions replaced?

Imported cocktail prices and portions will replace any existing cocktail prices and portions with the same category name. If you want to import with the same category name, you may want to [store existing configuration](#)

[settings](#) or [backup your database](#) before importing.

If you import cocktail prices and portions with a new category name, they become a new set of prices and portions in your database.

— What happens if I import a category of prices and portions already assigned to dispensers?

The imported prices and portions are immediately sent to the ECU(s).

— What happens if a cocktail or brand in the import file is not in my database?

The new cocktail or brand will be added to your brand list using the product type specified in the import file. New brands added this way will have no prices or portions listed except when used within the cocktail.

— What happens if the number of sizes and/or price levels in the import file is greater than the number set up for my database?

Any price levels and sizes in the file which exceed the maximum number of sizes and price levels set up for cocktails in your database are not imported.

Import Brand Prices and Portions

To import brand prices and portions:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Point to **Import Prices and Portions** and click **Brands...**
2. If appropriate, select a [Product Type](#) for the import file.
Select a specific product type only if your import file contains brands all of one type. (For example, selecting "Beer" does not only import the beer brands if the file contains other brands.)
3. If you select a **Product Type**, you can then select the [Container](#) defaults for all new brands imported. (The current default is shown.)
4. Click **Open...** to select the [Import File Name](#) and path.
5. Select the price portion [Category](#) for all brands in the import file.
To create a new category, type a new Category name.
6. Specify the order of the Columns in the import file by entering a number for each column.
Enter a 0 (zero) for any column not included in the import file. See [Import Columns](#).
OR
Check **Use [column headers](#) to determine columns**. The text of the columns in the import file are used to identify which columns are in which position. All columns will be imported. This option should only be used when the import file was produced by Infinity.
7. Type the [Column Separator](#).
8. Type the number of [Header Lines](#) (if any) in the import file.
9. Click **Run** to import data in the selected file.
10. Click **Yes** to continue importing after reading any warnings.

Import Prices and Portions

- For further help with importing see [About Importing Brand Prices and Portions](#).

Import Cocktail Prices and Portions

To import cocktail prices and portions:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Point to **Import Prices and Portions** and click **Cocktails...**
2. Click **Open...** to select the [Import File Name](#) and path.
3. Select the price portion [Category](#) for all cocktails in the import file.
To create a new category, type a new Category name.
4. Specify the order of the Columns in the import file by entering a number for each column.
Enter a 0 (zero) for any column not included in the import file. See [Import Columns](#).

OR

Check **Use [column headers](#) to determine columns**. The text of the columns in the import file are used to identify which columns are in which position. All columns will be imported. This option should only be used when the import file was produced by Infinity.

5. Type the [Column Separator](#).
6. Type the number of [Header Lines](#) (if any) in the import file.
7. Click **Run** to import data in the selected file.
8. Click **Yes** to continue importing after reading any warnings.

Import Prices and Portions

► For further help with importing see [About Importing Cocktail Prices and Portions](#).

About Exporting Brand Prices and Portions

— Why or when should I export prices and portions?

Use Export to save to a file any price portion information in your database. Typically, you export prices and portions if you want to import them somewhere else. For example, you need them for another Infinity installation or you want the information available to edit in a spreadsheet. See [About Importing Brand Prices and Portions](#).

— What does it mean to export prices and portions?

Exporting means you tell Infinity to copy the prices and portions entered in your Infinity database to a file.

— What will be in the export file?

The export file contains a separate line of text for each size of every price level of every brand you're exporting. Each line lists the price, portion and PLU at the specified size and price level. Each separate item in a line is called a "column". [Export Columns](#) are separated by a single character called a "[column separator](#)" (usually a comma). See the following excerpt from a sample export file:

```
Absolut,Liquor,A,1,0.50,1.00,500  
Absolut,Liquor,A,2,1.00,3.50,501  
Absolut,Liquor,A,3,1.50,4.25,502  
Absolut,Liquor,B,1,0.50,1.75,503  
Absolut,Liquor,B,2,1.00,3.95,504  
Absolut,Liquor,B,3,1.50,4.75,505  
Absolut,Liquor,C,1,0.50,2.00,506  
Absolut,Liquor,C,2,1.00,4.00,507  
Absolut,Liquor,C,3,1.50,5.00,508
```

In this file excerpt, Brand name is column 1, Product Type is column 2, Price Level is column 3, Size is column 4, Portion is column 5, Portion Price is column 6 and PLU is column 7. You specify the column order in your file and all lines use the same order. You can also leave out columns you don't need. For example, if you don't include price levels or PLUs, your export file may look like this:

```
Absolut,Liquor,1,0.50,1.00  
Absolut,Liquor,2,1.00,3.50  
Absolut,Liquor,3,1.50,4.25
```

Portions in the export file are listed in the unit of measure set up for your database. Prices are listed in the unit set up for your computer.

— How do I know what numbers to enter for Columns on the Export screen?

See [Export Columns](#).

Export Prices and Portions

► For how-to steps see [Export Brand Prices and Portions](#).

About Exporting Cocktail Prices and Portions

Why or when should I export cocktail prices and portions?

Use Export to save to a file any cocktail price portion information in your database. Typically, you export prices and portions if you want to import them somewhere else. For example, you need them for another Infinity installation or you want the information available to edit in a spreadsheet. See [About Importing Cocktail Prices and Portions](#).

What does it mean to export cocktail prices and portions?

Exporting means you tell Infinity to copy the cocktail recipes, prices and portions entered in your Infinity database to a file.

What will be in the export file?

The cocktail export file contains a separate line of text for each price level of every cocktail in your database. Each cocktail line lists the cocktail name, price level, price and, optionally, PLU. For example:

Margarita, Cocktail, A, 3.00, 208

Margarita, Cocktail, B, 4.00, 209

Margarita, Cocktail, C, 5.00, 210

In addition, directly following these cocktail lines is a separate line of text for each price level of every ingredient in the cocktail. Each ingredient line lists the brand name, price and portion at the specified price level. For example:

Tequila, Liquor, A, 1.50, 0.50

Tequila, Liquor, B, 2.00, 0.50

Tequila, Liquor, C, 2.50, 0.50

Triple Sec, Liquor, A, 0.75, 0.50

Triple Sec, Liquor, B, 1.00, 0.50

Triple Sec, Liquor, C, 1.25, 0.50

Each separate item in a line is called a "column". [Export Cocktail Columns](#) are separated by a single character called a "[column separator](#)" (usually a comma). In the above file excerpts, **Cocktail/Brand** name is column 1, **Product Type** is column 2, **Price Level** is column 3, **Portion Price/Cocktail Price** is column 4, **Portion** is column 5 and **Cocktail PLU** is column 5.

Portions in the export file are listed in the unit of measure set up for your database. Prices are listed in the unit set up for your computer.

How do I know what numbers to enter for Columns on the Export screen?

See [Export Cocktail Columns](#).

Export Cocktail Prices and Portions

► For how-to steps see [Export cocktail prices and portions](#).

— How does the export file show where one cocktail recipe ends and another begins?

Cocktail recipes are distinguished one of two ways: using a Product Type column or using a blank line in the file.

If you use a Product Type column, the word "Cocktail" in the Product Type column signals the start of a cocktail definition. Any succeeding lines in the file with a different product type are considered ingredients in the cocktail recipe. As soon as another line appears with "Cocktail" as the product type, a new definition starts.

If you don't use a Product Type column, there will be a blank line in the file between each cocktail definition.

The following excerpt from a sample cocktail export file uses a Product Type column:

```
Black Russian,Cocktail,A,3.50,211
Black Russian,Cocktail,B,3.50,212
Black Russian,Cocktail,C,3.50,213
Vodka,Liquor,A,2.25,1.25
Vodka,Liquor,B,2.25,1.25
Vodka,Liquor,C,2.25,1.25
Coffee Liqueur,Liquor,A,1.50,0.75
Coffee Liqueur,Liquor,B,1.50,0.75
Coffee Liqueur,Liquor,C,1.50,0.75
Daiquiri,Cocktail,A,3.50,232
Daiquiri,Cocktail,B,3.50,233
Daiquiri,Cocktail,C,3.50,234
```

This excerpt uses a blank line between cocktails and does not have a Product Type column:

```
Black Russian,A,3.50,211
Black Russian,B,3.50,212
Black Russian,C,3.50,213
Vodka,A,2.25,1.25
Vodka,B,2.25,1.25
Vodka,C,2.25,1.25
Coffee Liqueur,A,1.50,0.75
Coffee Liqueur,B,1.50,0.75
Coffee Liqueur,C,1.50,0.75
```

```
Daiquiri,A,3.50,232
Daiquiri,B,3.50,233
Daiquiri,C,3.50,234
```

The method you use depends on the importing program or your preference. Either method exports cocktails accurately. You specify you're using a Product Type column when you enter a number for its Column order on the Export screen. Type a zero if you're not using this column and a blank line appears between cocktail definitions in the export file.

Export Brand Prices and Portions

To export brand prices and portions:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Point to **Export Prices and Portions** and click **Brands...**
2. To export only brands of one type, select a [Product Type](#).
3. Click **Save As...** to select the **File Name** and path.
*Select the folder to **Save in** and the **File name** you want. Specify the file type in the **Save as type** field and click **Save**. A text file uses a .txt extension and can be viewed with any text editor. You can specify any Column Separator with this format. An Excel file uses a .csv extension and can be viewed with Microsoft Excel®. This format requires a comma Column Separator.*
4. Select the price portion **Category** for all brands in the export file. See [Import/Export Category](#).
To create a new category for this export, type a new Category name .
5. Specify the order of the [Export Columns](#) by entering **Column Numbers** for the items.
Enter a 0 (zero) for any column you don't want to export.
6. Type the [Column Separator](#).
7. Check the [Column Headers](#) box if you would like the first line of the export file to give the name of each column.
8. If you are exporting PLUs and have specified a [PLU base](#), you can add this base to the exported PLUs by checking the box.
9. Click **Run** to export price portion data to the selected file.

Export Prices and Portions

- For further help with exporting see [About exporting Brand Prices and Portions](#).

Export Cocktail Prices and Portions

To export cocktail prices and portions:

1. Pull down the **Pouring** menu and point to **Brand Operations**. Point to **Export Prices and Portions** and click **Cocktails...**
2. Click **Save As...** to select the **File Name** and path.
*Select the folder to **Save in** and the **File name** you want. Specify the file type in the **Save as type** field and click **Save**. A text file uses a .txt extension and can be viewed with any text editor. You can specify any Column Separator with this format. An Excel file uses a .csv extension and can be viewed with Microsoft Excel®. This format requires a comma Column Separator.*
3. Select the price portion **Category** for all cocktails in the export file. See [Import/Export Category](#).
To create a new category for this export, type a new Category name .
5. Specify the order of the [Export Columns](#) by entering **Column Numbers** for the items.
Enter a 0 (zero) for any column you don't want to export.
6. Type the [Column Separator](#).
7. Remove the check from **Export Ingredients** if you only want to export the cocktail information (name, price, PLU) without any ingredient information.
8. Check the [Column Headers](#) box if you would like the first line of the export file to give the name of each column.
9. If you are exporting PLUs and have specified a [PLU base](#), you can add this base to the exported PLUs by checking the box.
10. Click **Run** to export price portion data to the selected file.

Export Cocktail Prices and Portions

- For further help with exporting see [About exporting Cocktail Prices and Portions](#).

Container Setup

To find container setup:

1. Pull down the **Pouring** menu and Click **Container Setup....**

To set up a new container:

1. Click **New....**
2. Type the **New Name** of the container and click **Continue....**
3. Select the **Units** of measure for the container.
4. Type the **Size** of the container.
The size is the number of units.
5. Click **OK** to save the container.
Click Close to exit the screen without saving.

To modify a container's units or size:

1. Select the **Container** from the drop-down list.
2. Click **Modify...**
3. Type the new **Units** of measure for the container.
4. Type the new **Size** of the container.
The size is the number of units.
5. Click **OK** to save your changes.
Click Close to exit the screen without saving.

To rename a container:

1. Select the **Container** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Rename....**
4. Type a unique **New Name** and click **OK** to save it.

To delete a container:

1. Select the **Container** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
If you delete a container already assigned to a brand a prompt reminds you. Click Yes to delete the container or No to keep it. If you proceed with the deletion, any brands with the container assignment receive another container assignment.

Container Setup

- ▶ You can use the default names or create new names for your containers.
- ▶ For each container you define, you must enter the unit of measure for the container (fluid ounces or liters) and the size of the container (the number of units).
- ▶ The container names you define here can then be assigned to each brand. See [Brand List Setup](#) for help assigning container names to each brand.
- ▶ A default container can be assigned to each product type. See [Price and Portion Defaults](#).
- ▶ Container names appear on a [Usage report](#) and are used in [Inventory](#).
- ▶ Any bottle sizes you defined in earlier Infinity releases (3.xx) will be converted to containers. Please check all container sizes if you're upgrading from a previous Infinity release.

Category Setup

To find category setup:

1. Pull down the **Pouring** menu and click **Category Setup...**

To switch brands to pour using a different price/portion category:

See [Switch Category](#).

To create a new category of prices and portions:

See [New Prices and Portions](#).

To rename a category:

1. Select the **Category** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Rename...**
4. Type a unique **New Name** and click **OK** to save it.
You can change the name of any category. Renaming a category changes the name for all brands using that category. The new name can be up to 31 characters.

To delete a category:

1. Select the **Category** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
*If you delete a category already assigned to a brand, a prompt reminds you. Click **Yes** to delete the category or **No** to keep it. If you proceed with the deletion, any brands with the category assignment receive another category assignment.*

To quickly access Prices and Portions Setup for a category:

1. Select the **Category** from the drop-down list.
2. Click [Show All Options](#).
3. Click the **Prices and Portions...** shortcut button.
The [Prices and Portions Setup](#) screen displays with the category selected. The [Category Setup](#) screen closes.

Why would I want more categories?

Creating new price/portion categories is useful if you have dispensers in locations that require different sets of prices, e.g., bar dispensers, restaurant dispensers and dance floor dispensers. You can use the "Standard" price/portion category for a brand in one location and define names for additional price/portion categories used for the brand in different locations.

Category Setup

- ▶ Category refers to a set of [price levels](#) with prices and portion sizes at each price level.
- ▶ You can think of a category as a three-dimensional table filled with slots for prices and portions for each price level.
- ▶ The "Standard" category is the basic set of price levels assigned to each brand when it's added to the brand list.
- ▶ You can create additional price/portion categories if you need them. For example, you may be having a special event or promotion, but you're already using all the price levels of your "Standard" price/portion category.
- ▶ You can create a new category of prices and portions, e.g., "Oktoberfest" or "St. Paddy's". Each new category you create includes a new set of price levels for which you can define new prices and portions.
- ▶ You choose which brands to include in a new category.
- ▶ Only one price portion category can be assigned to a dispenser at a time. See [Switch Category](#) to change which category a brand uses.

New Category of Prices and Portions

To find new prices and portions:

1. Pull down the **Pouring** menu and click **Category Setup....** Click **New Prices and Portions....**

*The **New Prices and Portions** screen displays.*

OR

- Pull down the **Pouring** menu and click **Prices and Portions....** Click **Show All Options** and click **New Prices and Portions....**

*The **New Prices and Portions** screen displays.*

To create an entirely new category of prices and portions:

1. Select **New Category** and click **Continue....**
2. Type the **New Name** of the category and click **Continue....**
This is the name that appears after the brand name in the list of prices and portions, so choose something descriptive (e.g., Mardi Gras).
3. Click each brand in your list that needs the new price/portion category.
*Click **Select All** to quickly select your entire list. (You can deselect a brand by clicking again or pressing the space bar.) Any brands you don't select won't receive new prices and portions with this category name.*
4. Click **Continue....**
Wait for the operation to complete. An existing set of prices and portions for each selected brand is copied to create the new set. (There is no way to influence which set of prices and portions is copied but it is always a price/portion set for the same brand or cocktail.)
5. Edit the new prices and portions which have been created. See [Modify Multiple Prices and Portions](#) (to edit multiple brands) or [Copy Prices and Portions](#) (to enter prices for one brand and copy to others).

To create new prices and portions in an existing category (for brands that do not currently have that category):

1. Select **Existing Category** and click **Continue....**
2. Select the **Category** from the drop-down list and click **OK**.
You're selecting a category you previously created which didn't include all brands.
3. Click each brand in your list you want to include in the selected category.
You'll see only brands not previously assigned this category. If you don't see any brands, it means they already have prices and portions with this category name.
4. Click **Continue....**
Wait for the operation to complete. An existing set of prices and portions for each selected brand is copied to create the new set.
5. Edit the new prices and portions which have been created for the selected brands. See [Modify Multiple Prices and Portions](#) (to edit multiple brands) or [Copy Prices and Portions](#) (to enter prices for one brand and copy to others).

New Prices and Portions

- ▶ Each set of prices and portions is called a [category](#).
- ▶ Once you've created a new category, you can perform any operations outlined in [Category Setup](#).
- ▶ To switch dispensers to the new prices and portions, see [Switch Category](#).

Switch Category

To switch price portion categories:

1. Pull down the **Pouring** menu and click **Category Setup...**
2. Select the **Category** you want to switch from.
3. Click **Switch Category**.
4. Select the category you want to **Switch To**.
The switch is performed for every brand that has prices and portions for both the From and To categories. If a cocktail qualifies for the switch with the correct category name, but doesn't have the same ingredient list for the old and new categories, it won't be switched.
5. Review the list of brands to receive the switch.
Each brand listed as being switched will only be switched if the brand's prices and portions are currently assigned to a dispenser.
6. Click a communication option.
These options are provided so you can wait to send the switch later, when you have other changes to send to the equipment at the same time.
7. Click **Continue...** to proceed.
Wait while the switch is broadcast to the ECU(s), if you've selected to send changes.

Switch Category

- ▶ Once you've created additional price portion [categories](#), you can switch the price portion category at selected dispensers.
- ▶ An example of switching would be for an Oktoberfest promotion. You can easily switch your brands to pour at Oktoberfest prices. All brands with an Oktoberfest category are switched to the new prices. (Any brands without an Oktoberfest category do not receive the switch.)
- ▶ When the promotion ends, you can switch from Oktoberfest back to any other price portion category you've defined.
- ▶ You can automatically switch price portion categories at specific times by including the switch in a schedule. See [Schedules](#).
- ▶ Switching a price portion category doesn't delete the old category.

Prices and Portions Setup

To find prices and portions setup:

1. Pull down the **Pouring** menu and click **Prices and Portions...**

To modify a single brand's prices and portions:

See [Modify Prices and Portions](#)

To modify prices and portions for multiple brands:

See [Modify Multiple Prices and Portions](#)

To modify prices and portions for cocktails:

See [Cocktail Prices and Portions](#)

To see where a selected brand or cocktail's prices and portions are assigned:

1. Click [Show All Options](#).
2. Click **Show Product Assignments**.
The equipment names (if any) display in the Product Assignments list.

To delete a single brand or cocktail's prices and portions:

1. Click [Show All Options](#).
2. Click **Delete**.
3. Click **Yes** to confirm the deletion.
You can't delete prices and portions already assigned to dispensers.

To quickly access Category Setup:

1. Click [Show All Options](#).
2. Click the **Category Setup...** shortcut button.
*The **Prices and Portion Setup** screen closes and the [Category Setup](#) screen displays, where you can create a new set of prices and portions, if you need them.*

To add a new brand or cocktail while setting up Prices and Portions:

1. Select the **Product Type** of the new brand.
2. Click [Show All Options](#).
3. Click the **New Brand...** shortcut button.
4. Follow the steps outlined in [Brand List Setup](#) to add a new brand or cocktail.
*The **Prices and Portions Setup** screen remains open in the background while you add the brand/cocktail. When you click **OK** to save the new brand, it becomes the new selection in the **Prices and Portions** list, so you can proceed with setting up the new brand/cocktail's prices and portions.*

Prices and Portions

- ▶ When you set up prices and portions, they are always associated with a brand or cocktail; they're never defined independently.
- ▶ Each brand's initial prices and portions are called its "Standard" category of prices and portions, e.g., *Budweiser--Standard* refers to the standard price/portion category of the Budweiser brand.
- ▶ [Default prices and portions](#) (for the [product type](#)) are assigned to all [price levels](#) of a brand when it is added to the brand list and these defaults are given the name "Standard".
- ▶ The brand list can be [sorted by descriptor](#).
- ▶ You can create additional [categories](#) of prices and portions for a brand [if you need more prices and portions](#).
- ▶ You can also [import prices and portions](#).
- ▶ After defining prices and portions, Berg recommends [calibrating dispensers](#) before making changes to portion sizes. Without [calibration](#) the dispensers may pour inaccurate portions.

Modify Prices and Portions

To modify a single brand's prices and portions:

1. Pull down the **Pouring** menu and click **Prices and Portions...**
2. Select the **Product Type**.
3. Select a **Category** (to filter the price/portion list by category).
4. Select the brand's **Prices and Portions** you want to change.
If you haven't set up any other price/portion categories, Standard is the only choice. Click [Sort by Descriptor](#) to see the brand price/portion list grouped by any descriptor(s) you've defined. To modify more than one brand's prices and portions see [Modify Multiple Prices and Portions](#).
5. Click **Modify...**
A warning message may appear if the brand is uncalibrated anywhere it is assigned.
6. Click a **Price Level** tab to change its prices and portions.
*Or just click **Load Defaults** to load your [default prices and portions](#) on all Price Level tabs.*
7. Type the correct **Portion** and **Portion Price** for each [Size](#) listed on the tab.
You don't need to type a decimal if you're entering a whole number, e.g., type 6 for 6.00 fl oz, or 2 for \$2.00. If you've enabled Interface, see [How to enter PLUs](#) for help with entering PLUs in Infinity.
8. Repeat steps 5 and 6 for every **Price Level** tab.
9. Click **OK** to save the prices and portions on all tabs.
10. Review the list of equipment where the brand is assigned (if any) and click a communication option.
These options are provided so you can wait to send the price and portion changes later, when you have other changes to send to the equipment at the same time.
11. Click **Continue...** to proceed.
Wait while the changes are broadcast to the equipment, if you've selected to send changes.

To save a single brand's prices and portions as product type defaults:

1. Perform the steps (above) to modify the brand's prices and portions.
2. Click [Save As Default](#) to save the prices and portions you just entered (on all tabs) as the default prices and portions for this product type.
*Now if you select another brand of this product type and click **Load Defaults**, your new defaults display.*

To load your current price and portion defaults to a brand:

1. Click **Load Defaults** to display the default prices and portions for this product type on all price level tabs.
2. Click **OK** to save the displayed defaults.

To copy a single brand's prices and portions to other brands:

See [Copy Prices and Portions](#)

Prices and Portions

- ▶ When you set up prices and portions, they are always associated with a brand or cocktail; they're never defined independently.
- ▶ Each brand's initial prices and portions are called its "Standard" category of prices and portions, e.g., *Budweiser--Standard* refers to the standard price/portion category of the Budweiser brand.
- ▶ [Default prices and portions](#) (for the [product type](#)) are assigned to all [price levels](#) of a brand when it is added to the brand list and these defaults are given the name "Standard". You click **Modify...** to make changes to the currently defined prices and portions for the brand.
- ▶ To save time entering identical prices and portions, use [Save As Default](#) for a brand and then **Load Defaults** to another brand or [copy](#) one brand's prices and portions to multiple brands.

Modify Multiple Prices and Portions

To modify multiple prices and portions:

1. Pull down the **Pouring** menu and click **Prices and Portions...**
2. Select a **Product Type**.
When you modify prices and portions for multiple brands, you do it by product type.
3. Select a **Category**.
If you have only one category, this selection does not appear. Select <All> to modify multiple prices and portions for all categories from the same screen. Select a specific category to see its prices and portions for brands in the product type.
4. Click **Multiple...**
5. If necessary, make any changes to your **Product Type**, **Category** and **Brand** selections.
*You'll see the selections you made on the previous screen. If you choose, you can select a single brand here. Otherwise, leave the **Brand** selection as <None> to see all brands in the selected product type and category.*
6. Click **Continue...**
7. Click the **Portion** tab and type the correct Portion amount for each Price Level and [Size](#) listed on the tab.
You don't need to type a decimal if you're entering a whole number, e.g., type 6 for 6.00 fl oz, or 2 for \$2.00.
8. Select the **Portion Price** tab and type the correct Portion Price for each Price Level and Size listed on the tab.
9. Select the **PLU** tab and type the correct PLU for each Price Level and Size listed on the tab (if you're using [Interface](#) or the [Reconciliation report](#)).
See also [Assign PLUs to Brands and Cocktails](#).
10. Click **OK** to save your entries on all tabs.
11. Select a communication option and click **Continue....**
Select the option most convenient for your workflow; for example you may want to wait to communicate with the equipment after editing all product types.
12. Repeat steps 2-11 for each Product Type.

Multiple Brand Prices/Portions

- ▶ To save time setting up your prices and portions, you can enter them for multiple brands on a single form.
- ▶ To save time entering identical prices and portions, use [Save As Default](#) for a brand and then **Load Defaults** to another brand or [copy](#) one brand's prices and portions to multiple brands. See [Modify Prices and Portions](#).
- ▶ When you enter a brand's prices and portions for the first time, you're replace the factory default "standard" prices and portions (or any defaults you set up with the Brand Wizard).

Copy Prices and Portions

Where can I copy prices and portions?

To copy a **single brand's** prices and portions to selected brands:

1. Pull down the **Pouring** menu and click **Prices and Portions...**
2. Select the *Product Type*, *Category* and **Price and Portions** name you want to copy and click **Modify...**

Edit the prices and portions if necessary. See [Modify Prices and Portions](#).

3. Click **Copy...**

OR

To copy **default** prices and portions to selected brands:

1. Pull down the **Pouring** menu and point to **Brand Operations**.
2. Click **Price and Portion Defaults...**
3. Select the **Product Type** and click **Modify...**
Edit the prices and portions if necessary. See [Price and Portion Defaults](#).
4. Click **Copy...**

To copy prices and portions:

1. Click **Copy...** on the **Modify Prices and Portions** screen OR the **Edit Price and Portion Defaults** screen. .
2. If applicable, select the price portion **Category** to receive the copy.
You will not see a category drop-down list if you only have one [category](#) of prices and portions.
3. Click **Copy Portions Only** if you don't want any prices to be copied.
4. Click **OK** to proceed.
5. Select one or more brands in the list using the mouse or space bar.
*Click **Select All** to select the entire list. Click **Clear** to deselect all choices.*
6. Click **Continue...** to proceed with the copy process.
*Click **Cancel** to abort the copy process. As soon as you click **Continue...** the copy is performed. The screen reverts to the price and portion table you were viewing. You'll see a confirmation message "Copy complete" at the bottom of the screen.*

Copy Prices and Portions

- ▶ Use the **Copy** feature to save time re-entering the same prices and portions over and over for brands of the same product type or to quickly apply changes to the defaults for a product type to selected brands.
- ▶ Selecting **Copy...** on the Modify Prices and Portions screen or the Enter Price and Portion Defaults screen will copy the prices and portions of the indicated price table to one or more other brands.
- ▶ You'll see a list of all the brand price and portion tables of the same product type. You select which brands in the list should receive the copy of the prices and portions you've selected.
- ▶ Note if you select **Copy Portions Only**, no prices are copied.
- ▶ **PLUs** are never copied.

Cocktail Prices and Portions

To set up or modify cocktail prices and portions:

1. Pull down the **Pouring** menu and click **Prices and Portions...**
2. Select **Cocktail** as the **Product Type**.
3. Select a **Category** (if you want to filter the price/portion list by category).
4. Select the cocktail's **Prices and Portions** you want to change.
If you haven't set up any other price/portion categories, Standard is the only choice. Click [Sort by Descriptor](#) to see the cocktail price/portion list grouped by any descriptor(s) you've defined.
5. Click **Modify....**
6. On the **Define** tab, select a brand in the **Brand List** that is an ingredient in the cocktail.
The brand list can be [sorted by descriptor](#).
7. Click **<Replace** to add the selected brand to the **Current Definition** list of the cocktail OR drag the brand and drop it in the list.
*To remove a brand, drag it from the Current Definition list OR select it and click **Remove**.*
8. Repeat steps 5-6 for the remaining ingredients in the cocktail.
9. Click a **Price Level** tab that has ingredient prices and/or portions you want to change.
10. Type the correct **Portion** for each Ingredient Name listed on the tab.
The portion size determines the cocktail recipe. You don't need to type a decimal if you're entering a whole number, e.g. type 6 for 6.00 fl oz.
11. Type the [Ingredient Portion Price](#) for each Ingredient Name or click [Calculate Portion Prices...](#)
12. Type the [Cocktail Price](#) for the displayed price level.
13. Type the correct PLU for the displayed price level (if you're using [Interface](#) or the [Reconciliation report](#)).
See also [Assign PLUs to Brands and Cocktails](#).
14. Click **OK** to save your entries on all tabs. Click Close to exit without saving.

Cocktail Prices/Portions

- ▶ When you enter or change a cocktail's prices and portions, you also define the cocktail's recipe. The recipe tells Infinity how much of each cocktail ingredient to pour when a Laser button is pressed in cocktail mode.
- ▶ Each cocktail's prices and portions are its "standard" prices and portions, e.g. Black Russian--Standard refers to the standard prices and portions set up for the Black Russian cocktail. These standard prices and portions include three [price levels](#).
- ▶ The price of each cocktail ingredient is an optional entry. The total of the [ingredient portion prices](#) may or may not equal the price of the cocktail.
- ▶ The brand list used to select ingredients can be [sorted by descriptor](#).
- ▶ You must enter a portion size for each cocktail ingredient for the cocktail to be poured correctly.
- ▶ To set up a new cocktail name, see [Brand List Setup](#).

Calculate Portion Prices for Ingredients

To have Infinity calculate portion prices for cocktail ingredients:

1. On the [Price and Portion Defaults](#) screen OR on the [Prices and Portions Setup](#) screen OR on the [Modify Cocktail Prices and Portions](#) screen, select **Cocktail** as the **Product Type**.

2. Click **Calculate Portion Prices...**

3. Select a calculation method.

Make Total Portion Prices Equal to Cocktail Price

*First, ingredient portion prices are calculated according to the **Use Brand Prices and Portions** rules (below). Then the ingredient prices are pro-rated so that the total of all ingredient prices equals the cocktail price for each price level.*

Use Brand Prices and Portions

For each ingredient brand, its current prices and portions are used to determine the average price per unit for each price level. When there is more than one category for a brand, the cocktail category will be used for the brand prices and portions. (If the category does not exist for that brand, then all prices and portion tables will be averaged.) This derived price per unit is then multiplied by the ingredient portion amount.

Use Retail Price per Unit

The portion amount of each ingredient is multiplied by the [Retail Price per Unit](#) you've set up for the brand. You can enter a Retail Price per Unit when you [modify a brand's setup](#) or you can have it automatically calculated on the [Modify Multiple Brands](#) screen or after you [Archive and Clear](#).

4. Click **Continue...**

*If you arrived here from [Prices and Portion Setup](#) or [Price and Portion Defaults](#), the calculated ingredient portion prices are immediately saved. If you arrived here from [Modify Cocktail](#), the ingredient portion prices are only calculated for the cocktail you're currently modifying. Furthermore, the portion prices are not saved until you click **OK** on the [Modify Cocktail](#) screen.*

Ingredient Portion Prices

- ▶ Infinity can calculate the [ingredient portion price](#) in a cocktail if you would like.
- ▶ The ingredient portion must be entered before you can do this calculation.
- ▶ You can always directly enter the ingredient portion prices when you set up [cocktail prices and portions](#).
- ▶ There are three methods you can choose to calculate the portion prices.
- ▶ Depending on the method, you must also have entered the cocktail price, the brand retail price per unit and/or the full brand price and portion table.

Assign PLUs to Brands and Cocktails

To assign PLUs:

1. Pull down the **Pouring** menu and click **Prices and Portions...**
2. Select the **Product Type**.
3. Select a **Category** (if you want to filter the price/portion list by category).
4. Select the brand's **Prices and Portions** you want to assign PLUs and click **Modify...**

If you haven't set up any other price/portion categories, Standard is the only choice. Click [Sort by Descriptor](#) to see the brand price/portion list grouped by any descriptor(s) you've defined.

OR

Click **Multiple...** to enter PLUs for all brands of the selected product type on one screen.

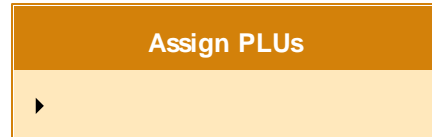
5. Click a **Price Level** tab with PLUs you want to enter or change.
The PLU column is shown only if you've enabled [Interface](#), enabled the [Reconciliation](#) report, or selected Show PLUs on the [Preferences](#) screen.
6. Type the correct **PLU** for each [Size](#) listed on the tab.
7. Repeat steps 5 and 6 for any Price Level tab that needs PLUs.
8. Click **OK** to save your entries on all tabs.
9. Review the list of equipment where the brand is assigned (if any) and click a communication option.
These options are provided so you can wait to send the PLU changes later, when you have other changes to send to the equipment at the same time.
10. Click **Continue...** to proceed.
Wait while the changes are broadcast to the equipment, if you've selected to send changes.

To automatically generate a sequence of PLUs:

See [Generate PLUs](#)

To import PLUs:

[Import Price and Portions.](#)



Assign Brands to Dispensers

To assign brands to dispensers:

1. Pull down the **Pouring** menu and click **Assign Brands...**
2. Select the **Equipment Name** and click **OK**.
You'll see the list of all hardware stations (ECUs) and dispensers you've set up. If you select an ECU, you'll see all its dispensers on the next screen.
3. If applicable, select a different **Dispenser Caption** for the dispenser tab(s).
These options help distinguish your dispensers while on this screen. You can change them anytime.
***Device Address** shows the dispenser number.*
***Device Name** shows the full dispenser name (the default name or one you've set up).*
***Dispenser Type** shows the type of dispenser in parentheses after the Device Address or Device Name.*
4. If desired, select sort options for the **Brand List**.
Use these options to sort the brand list for your convenience..
[Sort by Descriptor](#) sorts the list by any descriptor(s) you've set up.
[Category](#) lets you select which categories of price/portions display in the list.
5. Click a dispenser tab (if necessary) to begin assigning brands.
The cursor automatically points to the first button or code. Initially, [Test Pour](#) is assigned in every position. You're replacing Test Pour with the brands you choose.
6. Click the brand prices and portions in the Brand List you want to assign to the selected dispenser button/code.
To quickly jump to a brand in the list, click anywhere in the list and type the first letter of the brand name. This scrolls the list close to the brand.
7. Click **<Assign** to assign the selected brand to the selected position on the dispenser. (Or drag and drop the selected brand to the dispenser/button/code.)
8. To remove a brand from a dispenser, select the brand and click **Remove>**. (Or drag and drop the selected brand to the brand list.)
This sets <None> as the brand assignment. If you don't assign another brand in that position, the gun button, pourer code or tap will not pour.
9. Repeat steps 6-7 for the remaining Button, Code or Disp. numbers on the dispenser tab.
10. Repeat steps 5-9 for any other dispenser tab.
11. Click **OK** to save the brand assignments for all dispenser tabs.
12. Select a communication option and click **Continue....**
These options are provided so you can wait to send the brand assignments later, when you have other changes to send to the equipment at the same time. Wait while the changes are broadcast to the equipment, if you've selected to send changes.
13. Click **OK** to the message about saved changes.
14. Repeat steps 2-13 for another ECU or dispenser.

To disable buttons, codes or tap numbers you don't use:

1. Select the button/code/dispenser.
2. Drag and drop the currently assigned brand to the Brand List.
You'll see a trash can icon. This sets <None> as the brand assignment. If you don't assign another brand in that position, the gun button, pourer code or tap will not pour.

To quickly access prices and portions setup while making dispenser assignments:

1. Click the brand in the Brand List you want to modify prices and portions.

Assign Brands

- ▶ You should assign brands to specific dispensers after you've added any new brands to your brand list and set up your [prices and portions](#).
- ▶ If you have several dispensers that pour similar brands, choose a representative dispenser and assign brands to it. Then [copy the dispenser assignments](#) to other dispensers.
- ▶ Berg recommends assigning brands to dispensers before [calibration](#) so you can calibrate specific brands poured at specific dispensers. This is particularly important for brands that may pour at a less than average rate because of their thickness (amaretto, for instance).
- ▶ Every All-Bottle ID dispenser shares the same set of assigned brands.
- ▶ You can't remove any brands currently assigned to cocktail recipes. You must first either delete the cocktail or change the cocktail recipe.
- ▶ If you want to change brand assignments after pouring a specific brand or cocktail, be sure to [clear sales](#) at the ECU first.
If you change brands without clearing sales first, all sales for the first brand will show up on reports under the new brand's name.
- ▶ If an Infinity Network dispenser is connected to a Dispenser Network using a [Dispenser Converter](#), assignment changes can only be made at the Infinity ECU.

2. Click the **Prices and Portions Modify...** shortcut button
The Price and Portions Setup screen displays, with the Modify Brand Assignments screen still in the background.

To copy brand assignments from one dispenser to other identical dispensers:

See [Copy Assignments](#)

Assign Cocktails to Dispensers

To assign cocktails to dispensers:

1. Pull down the **Pouring** menu and click **Assign Cocktails...**
2. Select the **Equipment Name** and click **OK**.
You'll see the list of hardware stations (ECUs) and only dispensers capable of pouring cocktails. If you select an ECU, you'll see all its Laser dispensers on the next screen.
3. Click the tab for the correct **Laser** dispenser and the correct [Cocktail Bank](#).
(A) on the tabs means Dispenser 1, (B) means Dispenser 2. When you click a tab, the cursor automatically points to Button 1.
4. Click the cocktail in the **Cocktail List** you want to assign to **Button 1**.
When there is more than one [category](#), you can select a category and only those price portion tables will be shown in the Cocktail List. Select <ALL> to display all category tables. To quickly jump to a cocktail in the list, click anywhere in the list and type the first letter of the cocktail name. This scrolls the list close to the cocktail.
5. Click **<Assign** to assign the selected cocktail to Button 1. (Or drag and drop the selected cocktail in place.)
The cursor automatically advances to the next button.
6. Repeat steps 4-5 for the remaining **Button** numbers.
Be sure you don't assign a cocktail with ingredients not already assigned to the dispenser or you won't be able to save the cocktail assignments.
7. To remove a cocktail from a button, select the cocktail and click **Remove>**. (Or drag and drop it back to the cocktail list.)
8. Repeat steps 3-6 for any other Laser dispenser tab.
If you have enabled the [Reconciliation Report](#) feature, all ECUs display a tab for [PLU Recipes](#). If you don't need to create any PLU recipes, ignore this tab. Or for help, see [Create and Assign a PLU Recipe](#).
9. Click **OK** to save the cocktail assignments for all dispenser tabs.
10. Select a communication option and click **Continue....**
These options are provided so you can wait to send the brand assignments later, when you have other changes to send to the equipment at the same time. Wait while the changes are broadcast to the equipment, if you've selected to send changes.
11. Click **OK** to the message about saved changes.
12. Repeat steps 2-11 for another ECU or dispenser.

To quickly access cocktail prices and portions setup while making dispenser assignments:

1. Click the cocktail in the **Cocktail List** you want to modify prices and portions.
2. Click the **Prices and Portions Modify...** shortcut button
The Price and Portions Setup screen displays, with the Modify Cocktail Assignments screen still in the background. Make and save the price/portion changes, then proceed with cocktail assignments.

To copy cocktail assignments from one dispenser to other identical dispensers:

See [Copy Assignments](#)

Assign Cocktails

- ▶ You should assign cocktails to Laser dispensers after you've [added any new cocktails](#) to the brand list.
- ▶ A cocktail is a combination of brands so you must be sure to [assign brands](#) to the Laser dispenser for the cocktail.
- ▶ You can assign a cocktail to a Laser dispenser before you enter the [cocktail's prices and portions](#) or you can enter the prices and portions first. (Either way you must be sure the brands in the cocktail's recipe are assigned to the Laser dispenser.)
- ▶ You can assign cocktails to Laser dispensers before or after [calibration](#).
- ▶ If you have several Laser dispensers that pour similar cocktails, choose a representative dispenser and assign cocktails to it. Then [copy the dispenser assignments](#).
- ▶ The number of cocktails you can assign to each [cocktail bank](#) is the number of buttons on the Laser gun--6, 12 or 16. (If you use button 16 switching on a Laser 16 gun you can assign 15 cocktails to each bank.). You can assign 200 cocktails to a [Cocktail Pad](#).
- ▶ If an Infinity Network Laser is connected to a Dispenser Network using a [Dispenser Converter](#), assignment changes can only be made at the Infinity ECU.

Copy Assignments

To copy assignments:

1. Pull down the **Pouring** menu and click **Copy Assignments...**
2. Select the **From Equipment Name**.
*You'll see all the dispensers you've set up. You're selecting the dispenser with brand assignments you want to copy. The **ECU Type** and **Dispenser Type** displays for the selected equipment.*
3. Select the **To Equipment Name**.
*This is the equipment you want to copy to. You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your ECUs and dispensers. If you copy to a station or group, all dispensers in the station or group that are dispensers of a different type will be left alone. Select **Master Group** if you want to copy assignments from one dispenser to all dispensers of that type.*
4. Click **Continue...**
*If you see an error message, check your equipment selections. You can't copy assignments to dispensers of a different type or with different sizes enabled. (Check the **Alternate Size** enabled for Tap dispensers if you see this message.) When you select appropriate equipment, you'll see a list of all matching dispensers to which the assignments will be copied. If you've selected a sales station or group, you'll see any non-identical dispensers are not in the list.*
5. Click **OK** to confirm the copy operation or click **Cancel** to cancel the copy operation.
Wait while the copy is communicated to the ECU(s).
6. Click **Close** to exit the **Copy Assignments** screen.

Copy Assignments

- ▶ You can copy the brand assignments of dispensers to other identical dispensers.
- ▶ This feature copies the names of the brands and cocktails, the brand and cocktail prices and portions, and the buttons or pourer codes they are assigned to. It does not copy device settings (Comp Enable, etc.).
- ▶ It also copies the calibration values for any All-Bottle dispensers.
- ▶ You can copy from one dispenser to multiple dispensers by selecting a station or group.
- ▶ You can't copy the calibration values of Laser or TAP 1 dispensers to other identical dispensers.
- ▶ Because tubing runs, air pressure, beverage lines, etc., affect calibration values, you must calibrate each Laser or TAP 1 dispenser.

Portion Size Learn Mode

To set up TAP 1 portion sizes using learn mode:

1. Pull down the **Pouring** menu and click **Portion Size Learn Mode....**
2. Select the **Equipment Name** and click **OK**.
3. Click **OK** when you've read the message about calibration and confirming learn mode.
The selected ECU is now in learn mode. The lights behind the cancel and repeat buttons at the taps go out.
4. Click **OK** when you've read the message about pouring.
5. Go to any tap connected to the ECU in learn mode. Select the appropriate glass for a portion size button and press the button to begin the pour.
The light behind the button goes out and beer continues to pour until you stop the pour.
6. Press the same button again to stop the pour.
7. If you're not satisfied with the amount poured in the glass, discard the contents of the glass and pour again.
Each time the pour is repeated it erases the data from the previous attempt (for that button).
8. Repeat steps 5-7 for the other portion size buttons at the tap (using the appropriate glass size for each button).
9. Repeat steps 5-8 for any other taps you want to define portions for.
You only need to pour at other taps if you expect to use different glassware at those taps. Otherwise you can just define the portions at one tap with learn mode and save them as defaults and load them to taps that pour other brands but use the same portion sizes. See [Copy Dispenser Assignments](#).
10. Press the cancel button at any tap connected to the ECU when you are satisfied with the amounts poured for all the buttons at the tap(s). The lights behind the cancel and repeat buttons come back on.
11. Click **Continue...** to confirm sending learn mode portion size changes to each tap listed. Click Close to exit and lose any learn mode portion sizes for that brand only.
*You'll see a separate confirmation screen for each brand that lists all the taps to receive the learned portion sizes. You can confirm or cancel each brand individually.
Wait while the changes are communicated to the ECU(s).*
12. Click **Close** to exit the Learn Mode screen.
*You can refine portion sizes set with learn mode using the procedure outlined in [How to setup or modify a brand's prices and portions](#). For example, if 10.02 fluid ounces is poured in learn mode, you can round it off to 10 fluid ounces to make accounting easier.
Portion sizes set with Learn Mode are used for all three price levels so it doesn't matter which price level you're on when you pour the portions.
Portions poured in learn mode are not recorded as sales in the ECU.*

Learn Mode

- ▶ Learn mode can help you set up initial portion sizes for TAP 1 controllers.
- ▶ It is especially helpful when the owner knows the glass or mug he wants to use for a particular button but is not sure of the exact number of fluid ounces in the portion size.
- ▶ In learn mode, you can pour a glass as full as you want and Infinity calculates the volume of the pour and automatically sets up the portion size.
- ▶ If you use learn mode to set up portion sizes you should [assign brands](#) to taps first. Learn mode will not work for Test Pour.
- ▶ You still have to set up prices for the brands poured at TAP 1 ECUs.
- ▶ Be sure to calibrate your system before using learn mode since the accuracy of your portion sizes is based on your system's calibration.
- ▶ Learn mode does not calibrate your system.

Start Pour Test

To start pour test:

1. Pull down the **Pouring** menu and click **Start Pour Test...**
2. Select the **Equipment Name** and click **Run**.
You'll see a list of all dispensers you've set up.
3. Click **Yes** to confirm Pour Test after reading the message about existing sales.
Click No if you need to [archive and clear sales](#) first.
4. Wait while communication with the equipment occurs.
Only assigned buttons on the selected dispenser are changed. All sizes and price levels are set to the small test portion even if the portion in the assigned price portion table is zero. Cocktail ingredients are also set to this small portion. Price and PLUs are not changed.
5. Repeat steps 2-4 for each dispenser you want to use Pour Test.
Any pours made during pour test will be recorded in your usage and sales numbers for the assigned brand or cocktail.
6. Use [Exit Pour Test](#) when you've completed testing.

Start Pour Test

- ▶ Pour Test allows you to test pouring operation (including POS interface) without using a lot of product. Start Pour Test sends very small portion sizes to selected dispensers.
- ▶ Pour Test can be used to ensure the correct brand pours. It can also be used to test whether PLUs have been set up correctly at a POS.
- ▶ If there are sales present, it is suggested you [Archive and Clear Sales](#) before using Pour Test. Otherwise, pours made during Pour Test are combined with existing sales.

Exit Pour Test

To exit pour test:

1. Pull down the **Pouring** menu and click **Exit Pour Test...**
2. Select the **Equipment Name** and click **Run**.
You'll see a list of all dispensers you've set up.
3. Wait while communication with the equipment occurs.
A message displays when the operation is complete.
5. Repeat steps 2-3 for each dispenser you want to Exit Pour Test.

Exit Pour Test

- ▶ Exit Pour Test resets the portions in all dispensers to match the assigned brands and cocktails.
- ▶ You should Exit Pour Test after you have completed your [Pour Test](#).
- ▶ If one or more dispensers have been left in Pour Test, you will be reminded when you exit the Infinity program.
- ▶ Doing a [Clear and Restore Memory](#) or other operation which sends assigned portions to an ECU will automatically Exit Pour Test mode.

Start Free Pour

To start free pour:

1. Pull down the **Pouring** menu and click **Start Free Pour...**
2. Select the **Equipment Name** and click **Run**.
You can select from the list of all dispensers you've set up.
3. Wait while communication with the equipment occurs.
4. Repeat steps 2-3 for each dispenser you want to use Free Pour.
5. At the dispenser, hold down the button for as long as you want to pour.
This mode works well for priming the lines or cleaning them. The amount poured is not recorded nor is any PLU ever sent to the POS. A dispenser stays in free pour mode until you take it out of free pour mode.
6. Use [Exit Free Pour](#) when you're done testing, cleaning or priming.
Don't forget this step! *Once enabled, anyone can enter free pour mode. This is not recommended for normal operation since you will lose accountability. When you exit free pour, all dispensers exit at once. Exit free pour also occurs if you close Infinity.*

Start Free Pour

- ▶ Free Pour means the liquor will pour as long as you hold down a button. Sales and volume are not recorded and no PLUs are sent to the Sales Terminal.
- ▶ Free Pour mode is good for priming the lines or cleaning them.
- ▶ EPROMs 3.12 and 4.12 or above support Free Pour mode.
- ▶ There is no free pour for TAP 2.
- ▶ To detect abuse, any time you enter or exit Free Pour, the ECU will log the event.
- ▶ The [Power Loss and Interface Log report](#) will show you when Free Pour mode started and ended.

Exit Free Pour

To exit free pour:

1. Pull down the **Pouring** menu and click **Exit Free Pour...**
All dispensers currently using Free Pour are taken out of this mode. The event is logged at the ECU.

Exit Free Pour

- ▶ Free Pour means the liquor will pour as long as you hold down a button. Sales and volume are not recorded and no PLUs are sent to the Sales Terminal.
- ▶ All dispensers in free pour mode are taken out of this mode when you choose Exit Free Pour OR when you leave the Infinity program.
- ▶ There is no free pour for TAP 2.
- ▶ To detect abuse, any time you enter or exit Free Pour, the ECU will log the event.
- ▶ The [Power Loss and Interface Log report](#) will show you when Free Pour mode started and ended.

Calibration Overview

— Why do I have to calibrate? Isn't the system calibrated at the factory?

It's true that each Infinity dispenser is set up with default calibration values. However, these values are identical for every All-Bottle pourer code and Laser gun button. (TAP 1 taps have default flow meter counts or flow rates.) Since each system is unique as to brands poured, lengths of tubing, location of equipment, etc., the default calibration values may give unpredictable results. The actual flow rates of different brands can vary significantly. (A two second pour of Schnapps yields less volume than a two second pour of vodka.) Slight variations in lengths of tubing runs or tubing diameters also affect the accuracy of pours. The only way to make sure a system pours accurately is to calibrate each dispenser using the brands assigned to the dispensers.

— Can't I just copy the calibration of one dispenser to another?

Yes, if you have All-Bottle dispensers. You can calibrate the coded pourers of one dispenser and copy the calibration values to any other All-Bottle dispensers pouring identical brands. (Since All-Bottle dispensers do not use tubing, there is little variation in calibration values between two dispensers that pour identical brands.) See [Copy Assignments](#)

You can't copy the calibration values of Laser or TAP 1 dispensers. Each Laser gun or tap controller has its own tubing length, beverage source, etc., so each needs to be calibrated separately. However, you can calibrate one button on a Laser gun and copy its values to all other buttons on the gun ([Dispenser Calibration](#)) or to selected brands on the gun ([List Calibration](#)). Be sure to calibrate any other buttons on the gun that pour beverages with significantly different flow rates. You don't have to calibrate each button on a TAP 1 tap.

— What is activator ring alignment? Is it the same as calibration?

Activator ring alignment is only performed for All-Bottle dispensers. It ensures the activator ring accurately recognizes each pourer code. Though the activator ring is aligned at the factory, the subtle electronic signals it uses to identify the pourer codes can be affected by installation and changes in components or cables. Aligning the activator ring is not the same thing as calibrating the coded pourers. It should be performed before calibration.

— How does calibration work?

When you calibrate, you put a selected dispenser in calibration "mode". In this mode, the dispenser pours only calibration portion sizes. You then go to the dispenser and pour a calibration portion size in a measuring cup or cylinder. At the computer, you enter the exact amount poured. Infinity calculates the difference between the amount poured and the calibration portion size. It calculates the difference as a percentage and determines if the percentage is within the defined [level of accuracy](#). If it's not, the calibration values are changed so a more accurate pour results.

If you want to save trips back and forth to the computer, you can put multiple ECUs into calibration mode. See [Enter Calibration Mode](#).

What is calibration?

- ▶ Calibration is the process of checking and adjusting the amount of beverage poured from each Infinity dispenser.
- ▶ Using the calibration process, you tell Infinity how long to pour at a specific dispenser to achieve the desired portion size.
- ▶ If you are unsure about the need for calibration or the process involved in calibrating an Infinity system, the tips in this topic may be helpful.
- ▶ For how-to steps describing the entire calibration process, see [How to calibrate dispensers](#).

— What is level of accuracy or % accuracy?

The level of accuracy is the percentage difference between the amount poured and the amount expected. (A 0% difference means the pour measures exactly as expected.) The default level of accuracy for Infinity is a difference of no greater than 10% between the actual pour and the expected pour. If a pour has a percentage difference greater than 10%, you can choose to pour again. You can change the default 10% level of accuracy. See [Calibration Units and Accuracy](#). High level of accuracy (lower percentage numbers) require very accurate measuring methods and can be time consuming. Berg recommends you do not set accuracy to be lower than 2%.

However, if you want to control how long you do calibration, you can set the calibration accuracy to zero percent. Unless you pour the exact portions, you can repeat the calibration process until you are satisfied. Please note that setting % accuracy to zero percent does NOT imply that all portions poured after calibration will be 100% accurate. Calibration accuracy only affects how close to the targets you have to pour during calibration to automatically end calibration.

— Example of % accuracy

For example, the calibration portion size for TAP 1 is 16 fl oz. If you pour at a tap and the pour measures only 14 fl oz, the difference between the expected pour and the actual pour is 2 fl oz. Figured as a percentage, 2 fl oz is 12.5% of the calibration portion size. Since 12.5% is greater than the acceptable 10% difference, Infinity prompts you to pour again. The next pour measures 15 fl oz, which has a percentage difference of 6.2% from the expected amount. Since 6.2% is within the 10% level of accuracy, the amount poured is considered close enough to the expected amount. You can move on to calibrate the next tap. (You don't have to perform any calculations to calibrate--Infinity does all the calculating.)

— When do I calibrate?

You should calibrate a new system after you've installed all hardware and software and set up the equipment in the software. You should re-calibrate a dispenser if you change the brands poured at the dispenser, or if you make any adjustments to delivery pressure, tubing diameter, etc., or if a brand appears to pour inaccurate portions. Berg recommends you calibrate All-Bottle pourers when the beverage volume is in the middle third of the bottle.

— What if I don't calibrate?

If you don't calibrate a new system, unexpected portion sizes often result. If you then try to adjust portion size amounts to account for the unexpected portions, you'll only create more chances for errors in the system. When you call Berg service personnel for help with the errors, they'll ask you to calibrate the system before proceeding with anything else.

Align Activator Rings

To align All-Bottle 7 activator rings:

1. Pull down the **Management** menu and point to **Calibration**. Click **Align Activator Rings...**

The Align Activator Rings screen displays only if you've already set up an All-Bottle 7 dispenser.

2. Select the **Equipment Name**.

Only All-Bottle 7 dispensers appear in the list.

3. Click **OK**.

A message reminds you of the need for a complete set of coded pourers to perform the alignment. Make sure the activator ring is in an upright position before proceeding.

4. Click **Yes** if you have everything you need.

*Wait for communication with the device. Click **No** if you don't have all seven coded pourers.*

5. Click **OK** to confirm the dispenser is in alignment mode.

The Align Activator Rings screen displays again.

6. Repeat steps 2-5 for any other All-Bottle 7 dispensers.

7. Go to any of the All-Bottle 7 dispensers you put into alignment mode.

Take a complete set of coded pourers with you.

8. Hold the activator ring upright (as though you were holding a bottle) and place the coded pourers in sequence within convenient reach of your other hand.

9. Make sure the dispenser is ready for you to continue by observing the lights on the dispenser. All six of the portion size and price level indicator lights should be off while the Berg light is blinking.

10. Turn the empty activator ring over as if to pour a drink and hold the ring in this position until the price level indicator lights change. (This transmits the "no-bottle" state of the activator ring to the ECU.)

Do not omit this important step.

11. Return the activator ring to the upright position and insert the pourer that corresponds to the display of price level indicator lights on the [code chart](#).

12. Tip the activator ring and the pourer upside down and hold in this position until the price level indicator lights change again. (Tipping the activator ring signals the ECU to read the pourer code and change the indicator lights.)

13. Repeat steps 11 and 12 for each of the other coded pourers.

If a wrong pourer is used for any part of the alignment procedure, finish all remaining tilts for that ECU before starting over at step 3 for that ECU (just tilting with an empty ring is OK).

14. When you've completed the alignment using all coded pourers, the Berg light stops blinking to indicate the procedure for that dispenser is finished.

15. Repeat steps 7-14 for every activator ring you want to align.

16. Return to the computer and click **Cancel** to exit the Align Activator Rings screen.

17. Import the activator ring alignment values from the ECUs to the computer. See [Store Alignment Values](#).

Align Activator Rings

- ▶ This procedure is not required for a 1544 Infinity ECU or for All-Bottle ID dispensers.
- ▶ All-Bottle activator rings "read" the subtle electronic signals on each coded pourer to assign the correct price and portion information to a pour.
- ▶ Aligning the activator rings ensures the rings can recognize each pourer's code.
- ▶ You should perform the alignment before [calibration](#) and any time you make changes to the All-Bottle dispenser or the activator ring itself.
- ▶ Even changing the length of the cable between the ECU and the All-Bottle dispenser can alter activator ring alignment, so perform this procedure as needed.
- ▶ Use a complete set of coded pourers when you perform the activator ring alignment.
- ▶ After you perform the alignment, you need to [store the alignment values](#) in the Infinity database at the computer.

Store Alignment Values

To store alignment values:

1. Pull down the **Management** menu and point to **Calibration**. Click **Store Alignment Values....**

The Align Activator Rings screen displays only if you've already set up an All-Bottle 7 dispenser.

2. Select the **Equipment Name** with alignment values you want to import. Select [master group](#) to import the values for all activator rings in one step. Only All-Bottle 7 dispensers appear in the list.

3. Click **Run** to import the alignment values from the ECU(s) to the computer.

A message informs you when the alignment values are stored.

4. Repeat steps 2-3 for all equipment with alignment values you want to import.

5. Click **Close** to exit the Store Alignment Values screen.

If you forget to store alignment values at the computer after performing an activator ring alignment, you'll be prompted to perform this task when you exit Infinity.

Store Alignment Values

- ▶ You should store alignment values after [aligning All-Bottle activator rings](#).
- ▶ This procedure imports the activator ring alignment values from the ECUs to "store" them at the computer.
- ▶ If you omit this procedure after aligning activator rings, a message prompts you to store the values when you exit Infinity.
- ▶ It's important for the computer to have a copy of the alignment values so they can be reset at the ECUs if necessary.
- ▶ If you [clear and restore memory](#) to the ECU, alignment values at the ECU are reset using the values stored at the computer.

Set Default Alignment Values

To set default alignment values:

1. Pull down the **Management** menu and point to **Calibration**. Click **Default Alignment Values....**
The Default Alignment Values screen displays only if you've already set up an All-Bottle 7 dispenser.
2. Select the **Equipment Name** with alignment values you want to import.
Select [master group](#) to import the values for all activator rings in one step. Only All-Bottle 7 dispensers appear in the list.
3. Click **Run** to set the default alignment values for the ECU(s).
A message informs you when the default values are set.
4. Repeat steps 2-3 for all equipment with alignment values you want to set.
5. Click **Close** to exit the Set Default Alignment Values screen.

Default Alignment Values

- ▶ You should set default alignment values for your All-Bottle [activator rings](#) if something happened to the stored alignment values in your database or for some reason you can't perform the activator ring alignment process.
- ▶ [Aligning the activator rings](#) of All-Bottle dispensers is an important part of the calibration process. The default values work for most situations.
- ▶ If you set default alignment values and they do not work for your [coded pourers](#), you'll still have to perform the [alignment process](#).
- ▶ Berg recommends always aligning the activator rings.
- ▶ When you set up a new ECU with an All-Bottle dispenser in the software, default alignment values are automatically set for that activator ring.

Calibrate Dispensers

To calibrate dispensers:

1. Pull down the **Management** menu and point to **Calibration**. Click **Calibrate....**
If you want to put more than one ECU into calibration mode at a time see [Enter Calibration Mode](#).
2. Select the **Equipment Name**.
You'll see all the dispensers you've set up that require calibration.
3. Click **OK**.
The Select a Brand to Calibrate screen displays for the selected dispenser.
4. If applicable, select a **Button** number (Laser), pourer **Code** number (All-Bottle).
Select a brand of representative viscosity (or thickness) to perform [Dispenser Calibration](#) or [List Calibration](#).
5. Click **Continue...** to calibrate only the brand you've selected.
Wait while the dispenser is put into [calibration mode](#).
 OR
 Click **Dispenser Calibration...** to calibrate the selected brand and copy its calibration values to all other brands at the dispenser (All-Bottle or Laser only).
*Click **Yes** to continue. Wait while the dispenser is put into calibration mode.*
 OR
 Click **List Calibration...** to calibrate the selected brand and copy its calibration values to selected brands at the dispenser (All-Bottle or Laser only).
 Select the brands to receive the calibration values and click **Continue....**
 (Press the space bar or click to select or de-select brands.)
Wait while the dispenser is put into [calibration mode](#).
6. Click **OK** to confirm calibration mode.
7. Go to the selected dispenser and [pour a drink](#) into a measuring cup or graduated cylinder. Record the amount or weight of each pour.
At an All-Bottle or Laser dispenser, pour a small portion first and then a large portion with the button number or coded pourer you selected. At a TAP 1 tap, pour a single portion. At a 1544 Infinity ECU, pour a single portion. If you are calibrating by weight, all brands must have their specific gravity entered. If the specific gravity is still listed as 1.0, then you will be prompted to enter the correct specific gravity. Make sure you tare the weight of the container used to weigh the liquid.
8. At the computer type the exact [amount poured](#).
Click Calibration Portions... if you need to change the calibration portion amount expected (excluding TAP 1.) This is a shortcut to the [Calibration Portions](#) screen. See also [TAP Calibration](#).
10. Click **OK** after entering the Actual amounts.
Infinity displays the small and large accuracy based on the amounts you entered.
11. If the values are within the accepted accuracy range, click **OK**. Proceed with step 13.
 OR
 If the values are not within the accepted accuracy range, click **Yes** to re-calibrate.
*Answer **Yes** to repeat calibration using the values from the calibration just completed. (If this question seems to come up too readily and pouring seems to work accurately, you may want to raise your accuracy percentage. Use [Calibration | Units and Accuracy](#).) Answer **No** to accept the calibration values and stop calibrating. Infinity still considers the brand calibrated--but*

Calibration

- ▶ To calibrate, you select one dispenser at a time to put in [calibration mode](#).
- ▶ You can only put one dispenser at a time in calibration mode using this method.
- ▶ If you want to put multiple ECUs into calibration mode at one time, see [Enter Calibration Mode](#).
- ▶ Proper calibration of each dispenser provides Infinity with the necessary data to fine-tune the duration of each pour and deliver accurate portions.
- ▶ Since the calibration process involves pouring, measuring and entering the amount at the computer, it's helpful to have a partner or carry a portable computer from dispenser to dispenser when performing the calibration procedure.
- ▶ If you're converting a stand-alone TAP 1 system to work with Infinity, enter the meter counts and flow rates (listed on a TAP 1 configuration report) before performing calibration. See [Initialize Calibration Values](#).

*it might not pour at the accepted level of accuracy. Answer **Cancel** if you made a mistake - no changes will be sent to the ECU and you can re-enter the measured portions.*

12. If you clicked **Yes** repeat steps 7-11 until the level of accuracy is acceptable.

Each time you enter a new amount for an actual pour, the software recalculates the timing values needed to bring the actual pour closer to the calibration portion size. If you're calibrating a flow meter tap, see [TAP calibration](#).

13. Repeat steps 4-12 for any other button or coded pourer at this dispenser.

*Do not click **Dispenser Calibration...** for more than one button or coded pourer at the dispenser.*

14. Repeat steps 2-13 for each dispenser that needs calibration.

You can copy the calibration values of an All-Bottle dispenser to another All-Bottle dispenser. See [Copy Assignments](#). You can't copy the calibration values of Laser or TAP 1 dispensers to other dispensers. All-Bottle ID calibration values are automatically copied to all other All-Bottle ID dispensers.

Brand Calibration - Enter Portion Amount

What is this step?

Use the Brand Calibration screen to enter the exact amount of the calibration pour(s) of the specified brand. Use a measuring cup or graduated cylinder to measure the pours.

For how-to steps describing the entire calibration process, see [Calibrate Dispensers](#).

The number of calibration portions you enter depends on the ECU type:

All-Bottle and Laser - Enter the exact small portion poured in the **Small Portion** field and the exact large portion in the **Large Portion** field.

1544 Infinity - Enter the exact amount poured in the **1544 Portion** field.

TAP 1 - Enter the exact amount poured in the **Tap 1 Portion** field.

Wait for any foam to settle. See also [TAP Calibration](#).

Calibration Portions...

Calibration will be the most accurate if your calibration pours are the same as typical pours of the selected brand. To change the **Expected** calibration portion amount to match a typical pour, click **Calibration Portions...** This is a shortcut to the [Calibration Portions](#) screen where you can enter the calibration portion(s) for the brand. Entries can be either permanent (for the ECU type) or temporary (for this brand only during this session).

*Since the TAP 1 calibration portion is pre-set, there is no **Calibration Portions...** shortcut for TAP 1 ECUs.*

What happens next?

When you click **OK** on the Brand Calibration screen, the software calculates the [level of accuracy](#) for the pours using the numbers you've entered. If the actual pours are not close enough to the expected portion size, Infinity will prompt you to pour again.

Each time you pour, measure and enter a new portion amount, Infinity uses the amount to calculate new timing values. You'll see the newly calculated values at the bottom of the Brand Calibration screen. Each successive pour should bring you closer to the calibration portion size.

You can change your level of accuracy at [Calibration Units and Accuracy](#).

Brand Calibration

► With Brand Calibration, you are making pours and entering the amounts for one brand only.

Dispenser Calibration - Enter Portion Amount

Dispenser Calibration

You'll see the Dispenser Calibration screen only if you selected **Dispenser Calibration...** on the Select a Brand to Calibrate screen. Once you're satisfied with the level of accuracy of the selected brand's pour, its timing values are copied to all other brands at the dispenser.

What is this step?

Use the Dispenser Calibration screen to enter the exact amount of the calibration pour(s) of the specified brand. Use a measuring cup or graduated cylinder to measure the pours.

For how-to steps describing the entire calibration process, see [Calibrate Dispensers](#).

The number of calibration portions you enter depends on the ECU type:

All-Bottle and Laser - Enter the exact small portion poured in the **Small Portion** field and the exact large portion in the **Large Portion** field.

1544 Infinity - Enter the exact amount poured in the **1544 Portion** field.

Calibration Portions...

Calibration will be the most accurate if your calibration pours are the same as typical pours of the selected brand. To change the **Expected** calibration portion amount to match a typical pour, click **Calibration Portions...** This is a shortcut to the [Calibration Portions](#) screen where you can enter the calibration portion(s) for the brand. Entries can be either permanent (for the ECU type) or temporary (for this brand only during this session).

What happens next?

When you click **OK**, the software calculates the [level of accuracy](#) for the pours using the numbers you've entered. If the actual pours are not close enough to the expected portion size, Infinity will prompt you to pour again.

Each time you pour, measure and enter a new portion amount, Infinity uses the amount to calculate new timing values. You'll see the newly calculated values at the bottom of the Dispenser Calibration screen. Each successive pour should bring you closer to the calibration portion size. Once you're satisfied with the level of accuracy of the selected brand's pour, its timing values are copied to all other brands at the dispenser.

You can change your level of accuracy at [Calibration Units and Accuracy](#).

Dispenser Calibration

- ▶ With [Dispenser Calibration](#), you are making pours and entering the amounts for one brand only.
- ▶ When you're satisfied with the level of accuracy for the selected brand, its timing values are copied to all other brands at the dispenser.
- ▶ Dispenser calibration is available for Laser and All-Bottle dispensers.
- ▶ After performing dispenser calibration, each brand should still be calibrated using brand calibration.

List Calibration

For how-to steps describing the entire calibration process, see [Calibrate Dispensers](#).

List Calibration

You'll see the List Calibration screen only if you selected **List Calibration...** on the Select a Brand to Calibrate screen.

What is this step?

You're selecting which brands in the list you want to receive a copy of the timing values of the brand you selected to calibrate in the prior screen.

1. To select a brand, point and click with the mouse (or use the up and down arrow keys and press the space bar).

OR

Click **Select All** to select all brands.

OR

Click **Clear All** to de-select all brands.

2. Click **Continue....**

Wait while the dispenser is put into calibration mode.

What happens next?

You'll be prompted make a calibration pour and enter the amount. See [List Calibration - Enter Portion Amount](#).

List Calibration

- ▶ With [List Calibration](#), you are making pours and entering the amounts for one brand only.
- ▶ List calibration copies the timing values of the selected brand to other brands which you select.
- ▶ This brings the values for all buttons or coded pourers which you've selected closer to the correct range. (For the most accuracy, you should still calibrate each of the buttons and pourer codes you select from the list.)
- ▶ List calibration is available for Laser and All-Bottle dispensers.

List Calibration - Enter Portion Amount

List Calibration

You'll see the List Calibration screen only if you selected **List Calibration...** on the Select a Brand to Calibrate screen. Once you're satisfied with the level of accuracy of the selected brand's pour, its timing values are copied to the other brands at the dispenser you've selected from the list.

What is this step?

Use the List Calibration screen to enter the exact amount of the calibration pour(s) of the specified brand. Use a measuring cup or graduated cylinder to measure the pours.

For how-to steps describing the entire calibration process, see [Calibrate Dispensers](#).

The number of calibration portions you enter depends on the ECU type:

All-Bottle and Laser - Enter the exact small portion poured in the **Small Portion** field and the exact large portion in the **Large Portion** field.

1544 Infinity - Enter the exact amount poured in the **1544 Portion** field.

Calibration Portions...

Calibration will be the most accurate if your calibration pours are the same as typical pours of the selected brand. To change the **Expected** calibration portion amount to match a typical pour, click **Calibration Portions...** This is a shortcut to the [Calibration Portions](#) screen where you can enter the calibration portion(s) for the brand. Entries can be either permanent (for the ECU type) or temporary (for this brand only during this session).

What happens next?

When you click **OK**, the software calculates the [level of accuracy](#) for the pours using the numbers you've entered. If the actual pours are not close enough to the expected portion size, Infinity will prompt you to pour again.

Each time you pour, measure and enter a new portion amount, Infinity uses the amount to calculate new timing values. You'll see the newly calculated values at the bottom of the List Calibration screen. Each successive pour should bring you closer to the calibration portion size. Once you're satisfied with the level of accuracy of the selected brand's pour, its timing values are copied to the other brands you selected.

You can change your level of accuracy at [Calibration Units and Accuracy](#).

List Calibration

- ▶ With [List Calibration](#), you are making pours and entering the amounts for one brand only.
- ▶ When you're satisfied with the level of accuracy for the selected brand, its timing values are copied to the other brands you selected from the list.
- ▶ List calibration is available for Laser and All-Bottle dispensers.
- ▶ After performing list calibration, each brand should still be calibrated using brand calibration.

Calibration Portions

For how-to steps describing the entire calibration process, see [Calibrate Dispensers](#).

What is this step?

You'll see the Calibration Portions screen only if you clicked **Calibration Portions...** when entering calibration portion amounts. Calibration will be the most accurate if your calibration pours are the same as typical pours of the selected brand.

Change Calibration Portions

Enter a typical [Small Portion](#) and [Large Portion](#) for the brand (Infinity, All-Bottle), or a typical [1544 Portion](#). These entries become the **Expected** portion amounts for calibration.

Check **Temporary** to use these calibration portions for this brand only during this session.

Uncheck **Temporary** to use these portions as default calibration portions for all ECUs of the same type.

This is the same as changing your default portions for this ECU type on the [Calibration Units and Accuracy](#) screen.

Calibration Portions

- ▶ Use this shortcut to quickly change your calibration portion amounts.
- ▶ Note there is no **Calibration Portions...** shortcut button when calibrating a tap.

TAP Calibration

A tap's dispensing mode determines its calibration.

Tap Head + Flow Meter

To calibrate a flow meter tap, you'll be prompted to calibrate first in **Timer Mode** and then in **Flow Meter** mode. This provides accurate calibration values in the event the Timer is used as a backup for Flow Meter operation. First pour, measure and enter a portion amount in Timer Mode and repeat until satisfied with the level of accuracy. Then pour, measure and enter a portion amount in Flow Meter Mode and repeat until satisfied with the level of accuracy.

Tap Head Only (Timer Mode)

Calibrate a tap in **Timer Mode** as you would any other dispenser: pour, measure and enter a portion amount and repeat until satisfied with the level of accuracy.

Flow Meter Only (Monitor Mode)

There is no Tap Head and no portion control. Therefore the tap has no expected calibration portion amounts. Pour a fairly large portion (16 fl oz), measure and enter the amount. This actual amount is compared with the amount recorded by the ECU. Repeat until satisfied with the level of accuracy.

Flow Meter Only calibration pours are recorded as sales.

Dispenser Network

All dispenser network devices listed below record calibration pours separately from other pours.

Tap 2

Calibration with Tap 2 can calibrate both the timer and the flow meter in the same step.

Flow Monitor

The same as Flow Meter Only.

TAP Calibration

► Note there is no **Calibration Portions...** shortcut button when calibrating a tap.

Show Advanced Calibration Choices

To show advanced calibration choices:

1. Pull down the **Management** menu and point to **Calibration**. Click **Show Advanced Choices...**
*The menus disappear. When you access them again the **Calibration** menu shows additional items and continues to do so until you hide them again.*

To hide advanced calibration choices:

1. Pull down the **Management** menu and point to **Calibration**. Click **Show Advanced Choices...**
*The menus disappear. When you access them again the **Calibration** menu hides the additional items.*

Advanced Calibration Choices

- ▶ The additional menu items help you perform tasks you may not use your first time calibrating an Infinity system.
- ▶ The advanced calibration choices include the following menu items: [Units and Accuracy](#), [Enter Calibration Mode](#), [Exit Calibration Mode](#), and [Initialize Calibration Values](#).
- ▶ If you don't want the advanced calibration choices on your menu, you can hide them anytime.

Calibration Units and Accuracy

To modify calibration units and accuracy:

1. Pull down the **Management** menu and point to **Calibration**. Click **Units and Accuracy**....

*If necessary, click **Show Advanced Choices** in the Calibration menu.*

2. Select the **Units** in which to measure calibration portion sizes.
You can change this unit of measure to any other unit without affecting the unit of measure set up for the entire system. Select grams to calibrate by weight.

3. Type the [% Percent Accuracy](#).

4. Type the [Small Portion](#) size.

5. Type the [Large Portion](#) size.

6. Type the [1544 Portion](#) size.
You can't modify the TAP 1 calibration portion size--it remains set at 16 fl oz (475 ml).

7. To return all entries to the Berg defaults, click **Load Defaults**.

8. Click **OK** to save your entries and exit the Calibration Units and Accuracy screen.

Infinity retains any changes you make to calibration units and accuracy.

Units and Accuracy

- ▶ Perform this task to modify the default [calibration units](#) or [level of accuracy](#) or the default calibration portion sizes.
- ▶ A common reason for changing the default calibration unit is the use of metric units on graduated cylinders.
- ▶ Calibration can be done by weight by using grams as the calibration unit. This is considered by many to be the most accurate method of calibrating.
- ▶ The default level of accuracy is 10% but you may want to change this if you need a higher level of accuracy.
- ▶ You may want to modify the default calibration portion sizes to pour calibration portions that are exactly the same as your small and large portion sizes.

Enter Calibration Mode

To enter calibration mode for one or more dispensers:

1. Pull down the **Management** menu and point to **Calibration**. Click **Enter Calibration Mode....**
If necessary, click [Show Advanced Choices](#) in the Calibration menu.
2. Select the **Equipment Name**.
You'll see all the hardware stations (ECUs) and dispensers you've set up.
3. Click **OK**.
Wait for communication with the device. The selected equipment now pours calibration portion sizes and continues to do so until you use [Exit Calibration Mode...](#) or exit Infinity.
4. Click **OK** to confirm the calibration message.
The Enter Calibration Mode screen displays again.
5. Repeat steps 2-4 for each device you want to put in calibration mode.
6. Click **Cancel** to exit the Enter Calibration Mode screen.
7. Go to the dispensers and [pour drink\(s\)](#) using a measuring cup or graduated cylinder. Record the Laser gun button number or the All-Bottle coded pourer number or the tap controller number and the exact amount of each pour.
8. Perform the steps outlined in [Calibrate Dispensers](#). The only difference is you have already entered calibration mode and made your calibration pours. You still have to select one device at a time in Infinity to enter the amount of the calibration pours.
If the [level of accuracy](#) is not acceptable for a pour and you want to conserve trips to the bar, click No when prompted to recalibrate at this time. Write down all dispensers that need additional pours. When you finish entering pour amounts make another trip to the bar for additional pours and then return to the computer to reenter the amounts.
9. When you've finished calibration, be sure to [exit calibration mode](#) for all equipment. (The ECUs are not automatically taken out of calibration mode when you complete the calibration process.)
You can also exit calibration mode If you change your mind, get interrupted or for any other reason need to take the equipment out of calibration mode before the calibration process is complete. If you forget to take the equipment out of calibration mode, you won't be able to pour a regular portion size at Laser or All-Bottle dispensers and all tap buttons pour 16 fl oz (475 ml). If you exit Infinity, the equipment is automatically taken out of calibration mode.

Calibration Mode

- ▶ This advanced calibration feature lets you put any number of ECUs in calibration mode at the same time, thus saving trips back and forth to the computer.
- ▶ For example, if the computer is in an office distant from the bar, you can go to the office, put all the ECUs in [calibration mode](#) and then go to the bar.
- ▶ At the bar, you can pour and record calibration portion sizes at all dispensers. Then go back to the office to enter the actual pour amounts.
- ▶ Jot down any dispensers that need an additional pour (click **No** when prompted at the computer to "recalibrate at this time"). Go back to the dispensers that need more pours and record the pour amounts.
- ▶ Return to the office to enter the amounts, etc. Instead of making all the back and forth trips for each ECU, you're making them for the entire system.

Exit Calibration Mode

To exit calibration mode:

1. Pull down the **Management** menu and point to **Calibration**. Click **Enter Calibration Mode....**

*If necessary, click **Show Advanced Choices** in the Calibration menu.*

2. Click **Yes** when you've read the message confirming all dispensers being taken out of calibration mode.

3. Wait while the communication occurs.

If you exit Infinity, all equipment is automatically taken out of calibration mode.

Exit Calibration Mode

- ▶ Use this advanced calibration choice only if you have used the [Enter Calibration Mode...](#) menu item.
- ▶ You don't have to use this feature if you complete the calibration process outlined in [Calibrate Dispensers](#).
- ▶ You can't select specific ECUs to exit calibration mode.
- ▶ If you forget to take ECUs out of calibration mode, a message reminds you they'll be taken out of calibration mode when you exit Infinity.

Initialize Calibration Values

To initialize calibration values:

1. Pull down the **Management** menu and point to **Calibration**. Click **Initialize Calibration Values...**
If necessary, click [Show Advanced Choices](#) in the Calibration menu.
2. Select the **Equipment Name**.
You'll see all the dispensers you've set up.
3. Click **OK**.
4. For a Laser or All-Bottle dispenser, type the correct [Delay and Calibration](#) values for each button number or each coded pourer. For a 1544 Infinity ECU, type the correct Calibration value (the Delay values are fixed.)
OR
For a Tap dispenser, type the correct [flow rate](#) in the **Timer** field or the correct [flow meter count](#) in the **Meter** field for each tap controller.
Click [Backup Timer...](#) for quick access to change the [system settings](#) for [Backup Timer Percent](#).
5. If desired, click **Save as Default** to save the current calibration values as the default for All-Bottle dispenser brands OR click **Load Defaults** to display your current All-Bottle defaults.
6. Click **OK** to save all your entries.
7. Repeat steps 2-6 for each dispenser.

Initialize Calibration Values

- ▶ Calibration values are the numbers Infinity uses to regulate portion sizes at the dispensers.
- ▶ You can enter (initialize) these values if you know the correct timing values or meter count/flow rate numbers for your dispensers.
- ▶ When using a unit which features increased precision, the calibration values will be shown with a single decimal place to reflect this increased precision.
- ▶ Different values are entered for high flow and standard flow pourers.
- ▶ Entering the correct values speeds up the [calibration](#) process and is helpful if you are upgrading a system and already know the exact values or when something happens to your database and you need to re-enter the values.
- ▶ The current delay/calibration values and meter count/flow rate values can be found on a [Price/Portion report](#).

Enable/Disable Equipment

To enable or disable equipment:

1. Pull down the **Management** menu and point to **Operations**. Click **Enable/Disable...**
2. Select the **Equipment Name** you want to enable or disable.
You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your hardware stations.
3. Click **Show Actual** to communicate with the selected equipment to determine the current status.
*Wait while the communication occurs. The **Unknown** field is selected if **Show Actual** is not selected. (The software has no way of knowing the current enable status of equipment unless it communicates with the equipment.) The **Unknown** field may also be selected if some equipment within a group you've selected is enabled and others are disabled.*
4. Select **Enabled** to enable the selected equipment.
OR
Select **Disabled** to disable the selected equipment.
5. Click **Run** to send the enable/disable message to the equipment.
Wait while the communication occurs. A message informs you when the procedure is complete.
6. Click **Close** to exit the screen.

Enable/Disable

- ▶ Use this feature to enable or disable equipment in your system.
- ▶ A hardware [station](#) is the smallest component of the system for which you can perform this operation.
- ▶ You can't enable or disable a single dispenser.
- ▶ Infinity can automatically perform this task at specified times if you include it in a [schedule](#).

Change Price Level of Equipment

To change the price level of equipment:

1. Pull down the **Management** menu and point to **Operations**. Click **Enable/Disable...**
2. Select the **Equipment Name** you want to enable or disable.
You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your hardware stations.
3. Select **Show Actual** to communicate with the selected equipment to determine the current price level.
*Wait while the communication occurs. The **Unknown** field is selected if **Show Actual** is not selected. (The software has no way of knowing the current price level of equipment unless it communicates with the equipment.) The **Unknown** field may also be selected if the equipment within a group is currently using different price levels.*
4. Select the new price level.
5. Click **Run** to communicate the change to the equipment.
Wait while the communication occurs. A message informs you when the change is complete.
6. Click **Close** to exit the screen.

Change Price Level

- ▶ You can quickly change the price level for a station or group using this feature.
- ▶ This is a convenient way to change the price level for the entire system.
- ▶ Infinity can automatically perform this task at specified times if you include it in a [schedule](#).

Set ECU Time

To set an ECU's date/time:

1. Pull down the **Management** menu and point to **Operations**. Click **Set ECU Time....**
2. Select the **Equipment Name**.
You'll see the hardware station names of the ECUs you've set up.
3. Click **Read ECU Time** if you want to determine the current time at the ECU.
*Wait while the communication occurs and the current time and date from the ECU display in the **ECU Time** and **ECU Date** fields.*
4. Click **Use PC Time** to set the ECU time to match the PC.
*The **Current Time/Date** and **New Time/Date** fields update with the PC time. Click **Use PC Time** again if you need to update the displayed times (they do not automatically advance as time passes).*
OR
Type a **New Time** and **New Date** for the ECU.
Enter the new time using the same format your system is currently using. Click the drop-down arrow to see a calendar from which to choose your date.
5. Click **OK** to send the new time to the ECU.
Wait while the communication occurs. A message informs you when the procedure is complete and the time that was sent.
6. Click **Close** to exit the screen.

ECU Date/Time

- ▶ You can set the time and/or date at an individual ECU using this feature.
- ▶ To quickly set the time for all ECUs in your system see [Set Infinity System Time](#).
- ▶ It's a good idea to keep the same time set on the computer and all the ECUs in an Infinity system.
- ▶ The ECU time can also be set during each [Archive and Clear Sales](#) operation.

Set Infinity System Time

To set your Infinity system time:

1. Pull down the **Management** menu and point to **Operations**. Click **Set Infinity System Time.....**
The current time and date from the PC are displayed. The numbers do not automatically advance as time passes. However, as each ECU is updated, it will get the actual PC time sent to it.
2. Click **OK** to send the current PC time to all ECUs. (Click **Close** to exit without saving.)
Wait while the change is communicated to all the ECUs. A message confirms the time was set.
3. Click **Close** to exit the screen.

Infinity System Date/Time

- ▶ Use this feature to quickly reset the time for all ECUs in your system.
- ▶ To set the time and/or date at an individual ECU see [Set ECU Time](#).
- ▶ The ECU time can also be automatically updated during each [Archive and Clear Sales](#) operation.
- ▶ If you need to set the computer time use the Date/Time feature in the Windows Control Panel.
- ▶ Warning: Changing the PC date and time may invalidate your software license.

Inventory Overview

Inventory helps you streamline and automate your inventory and ordering tasks.

— Which brands does Inventory check?

Inventory tracks any brand in your **Infinity** brand list that has a supplier. However, Berg recommends not assigning a supplier to brands assigned to All-Bottle-7 and All-Bottle-15 codes unless a single brand is assigned to a single code, e.g., "Irish Cream". (Since multiple brands are typically dispensed under each All-Bottle code, e.g., "Well" or "Call", Inventory is generally not useful for these dispensers.) Any product not dispensed by Berg equipment can't be included since only the volume data generated at an ECU is used to track product.

— Initial Setup

An Inventory menu appears once you enable the feature in Configuration Options. Several Inventory setup tasks should be performed after other **Infinity** setup tasks (including calibration) are completed. See [Checklist for Inventory Setup](#).

— Physical Inventory

You'll still need to take a physical inventory of your stock at regular intervals if you want to have the most accurate picture of overall product cost and loss. **Infinity** provides a place to enter the numbers from your physical inventory so the stock amounts will be accurate in the software. See [Inventory Check](#).

— Product Loss

Whenever you enter physical inventory amounts, **Infinity** can compare those amounts with the amounts from the ECUs' volume data and determine the difference (or product lost). You can run a Cost Analysis report showing the volume of lost product and the retail value of that loss for each brand. See [Cost Analysis Report](#).

— Generating Orders

To generate an order using the Inventory feature, you must first run an Archive and Clear Sales report and then an Inventory Check. This gives **Infinity** a chance to calculate how much your stock has been reduced. You can then adjust **Infinity's** stock amounts using numbers from your own physical inventory. Finally, Inventory helps you select which brands need ordering and you can save and print the order. See [Inventory Check](#).

— Deliveries

It's important to record all the items received so Inventory can keep an accurate count of your stock. Inventory displays the amount you ordered and you can either accept that number, enter a different number or mark

How does it work?

- ▶ Each time you [Archive and Clear Sales](#), the drink volume recorded by the ECUs is available at the computer for running an Inventory Check.
- ▶ [Inventory Check](#) uses the archived volume data to calculate the reduction in inventory that has occurred.
- ▶ You then enter the actual stock on hand, so you can review the amount of any product loss for each brand.
- ▶ Because you can set an [order point](#) or par stock amount for each brand, generating orders is easy. You then print the order.
- ▶ When the order is delivered, simply verify the delivery amounts and Infinity adjusts your electronic inventory accordingly. See also [How to set up Inventory](#).

items as back ordered. See [Deliveries](#)

— Inventory Reports

Inventory includes three reports: Container Stock, Cost Analysis and Brand Information. These reports can be run using the Advanced Reporting menu or the Inventory menu. See [Container Stock Report](#), [Cost Analysis Report](#) and [Brand Information Report](#).

— Scheduling Inventory

You can run Inventory Check using an **Infinity** schedule once the Inventory feature is enabled. (It will be performed on the Master Group.) Typically, an Archive and Clear Sales report should precede the Inventory Check in the schedule. (You can't adjust inventory amounts, par stock/order points, order quantity or order cost while the schedule is running, so set them up correctly before the schedule runs.) Any brands Inventory determines should be ordered (based on order point/par stock) are automatically included in the order. See [How to create a Time schedule](#).

Checklist for Inventory Setup

Checklist for Inventory Setup:

1. Enable the **Enterprise** edition when you install the software or using [Options | Preferences](#).
2. If you use the [Brand Wizard](#), select a **Container** for each product type.
3. Perform all other Infinity setup tasks (Networks, ECUs, brand and cocktail assignments, etc.) Calibrate all dispensers.
4. Delete unassigned brands and cocktails from your brand list. See [Delete unassigned brands and cocktails](#). If you use and switch Categories, then you should delete unused brands and cocktails from Modify prices and portions.
5. Set up your suppliers. See [Supplier Setup](#).
6. Set up your stock room(s). See [Stock Room Setup](#).
7. Set up ordering information for each brand. See [How to set up a brand for Inventory](#).
8. Enter [Inventory options](#).
9. Perform a physical inventory and record the number of containers on hand for each brand.
10. Run [Initial Stock](#).
It will prompt you to Archive and Clear Sales so any recorded pours can be cleared before you enter stock amounts. Then it will prompt you to enter initial stock amounts (from your physical inventory) for each brand.
11. Inventory is now set up and ready to use. At regular ordering intervals, perform an Inventory Check to assess stock amounts and adjust as needed before generating orders. See [How to run Inventory Check](#). Promptly enter all deliveries received. See [How to enter deliveries](#).

What is Inventory?

- ▶ See [Inventory Overview](#) for help understanding how Inventory works.
- ▶ Inventory works best if you [purge unassigned brands](#).

Supplier Setup

To find supplier setup:

1. Pull down the **Inventory** menu and Click **Supplier Setup...**

To set up a new supplier:

1. Click **New**....
2. Type the **New Name** of the supplier and click **Continue**....
This is the supplier name that will be printed on orders.
3. Type the **Address** of the supplier.
Type it as you want it to appear on printed orders. If you don't need an address on orders, leave it blank.
4. Select **<All>** in the **Assign To** field to assign this supplier to all brands.

OR

Select a product type to assign this supplier to a single product type only.

All brands in the product type you select will receive the supplier assignment (even if they already have a supplier assignment). To select a different supplier for a specific brand, use Brand List Setup. See [Set Up a Brand for Inventory](#).

5. Click **OK** to save the supplier.

To modify a supplier address:

1. Select the **Supplier** from the drop-down list.
2. Click **Modify**...
3. Type the new **Address**.
4. Click **OK**.

To rename a supplier:

1. Select the **Supplier** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Rename**....
4. Type a unique **New Name** and click **OK** to save it.

To delete a supplier:

1. Select the **Supplier** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
*If you delete a supplier already assigned to a brand a prompt reminds you. Click **Yes** to delete the supplier or **No** to keep it. If you proceed with the deletion, any brands with the supplier assignment will automatically be assigned the first remaining supplier in the supplier selection list.*

Supplier Setup

- ▶ From the Supplier Setup screen you perform all tasks related to setting up suppliers.
- ▶ Any brands in your list without a supplier are not included in Inventory.
- ▶ When you set up a supplier, you can assign it to a single [product type](#) or to all brands.
- ▶ You can also assign a specific supplier to a specific brand when you [set up the brand for Inventory](#) (from Brand List Setup).
- ▶ Assigning a supplier to a specific brand (from Brand List Setup) is useful if you need to assign different suppliers to brands of the same product type or to assign the same supplier to brands of two or more (but not all) product types.
- ▶ See [Inventory Overview](#) for help with understanding how Inventory works.
- ▶ See [Checklist for Inventory Setup](#) to review the order of Inventory setup tasks.

Stock Room Setup

To find stock room setup:

1. Pull down the **Inventory** menu and Click **Stock Room Setup**....

To set up a new stock room:

1. Click **New**....
2. Type the **New Name** of the stock room and click **Continue**....
3. Type an **Address** for the stock room (optional).
4. Select an ECU in the **ECU List** and click **<Add** to move the entry into the **Current Definition** list (or drag and drop the selected entry to the Current Definition list).
Repeat this step for each ECU stocked from this room.
5. To remove an ECU from the stock room, select it and click **Remove>** (or drag and drop the selected ECU to the ECU List).
6. Click **OK** to save the stock room.
Click Close to exit the screen without saving.

To modify a stock room's address or ECU assignments:

1. Select the **Stock Room** from the drop-down list.
2. Click **Modify**...
3. Type the new **Address** (optional).
4. Select an ECU in the **ECU List** and click **<Add** to move the entry into the **Current Definition** list (or drag and drop the selected entry to the Current Definition list).
Repeat this step for each new ECU stocked from this room.
5. To remove an ECU from the stock room, select it and click **Remove>** (or drag and drop the selected ECU to the ECU List).
6. Click **OK** to save your changes.
Click Close to exit the screen without saving.

To rename a stock room:

1. Select the **Stock Room** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Rename**....
4. Type a unique **New Name** and click **OK** to save it.

To delete a stock room:

1. Select the **Stock Room** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
The system must have at least one stock room.

Stock Room Setup

- ▶ To use Inventory, there must be at least one stock room in the system.
- ▶ Initially, the default stock room has all ECUs assigned to it. You can keep using this one, or change its name, or set up additional stock rooms.
- ▶ Each ECU must be assigned to one and only one stock room.
- ▶ You should set up a stock room for each location where brands are delivered.
- ▶ The stock room name is listed on orders to expedite deliveries.
- ▶ You can specify separate stocking locations on your orders by creating as many stock rooms as you need.
- ▶ See [Inventory Overview](#) for help with understanding how Inventory works.
- ▶ See [Checklist for Inventory Setup](#) to review the order of Inventory setup tasks.

Set up a Brand for Inventory

To set up a brand for Inventory:

1. Pull down the **Inventory** menu and click **Brand List Setup...**
2. Click **Show All Options**. Click **Multiple...**
3. On the **Basic** tab, select a [Container](#), type the [Container Cost](#), [Retail Price](#) and [Descriptor](#).
4. On the **Inventory** tab, type the [Par Stock](#) OR [Order Point](#), select a [Supplier](#) (if different from the one shown), and type the [Product Code](#).
Total Stock can only be entered when you set up a new brand or in [Inventory Check](#). You select whether you want to use Par Stock or Order Point in [Inventory Options](#). You can quickly assign one supplier to all brands or one supplier to all brands in a product type in [Supplier Setup](#).
5. On the **Stock Room** tab (if necessary), type the [Par Stock](#) OR [Order Point](#) amount.
You'll only see this tab if you've set up more than one [stock room](#). Each brand is listed for every stock room. Enter Par Stock or Order Point amounts for the appropriate stock room(s) for each brand.
6. Click **OK** to save your entries for all brands on all tabs.
*Click **Close** to exit the screen without saving.*
7. Click **Close** to exit the **Brand List Setup** screen.

Set Up Brands for Inventory

- ▶ You need to specify how you want each brand tracked using Inventory.
- ▶ See [Inventory Overview](#) for help with understanding how Inventory works.
- ▶ See [Checklist for Inventory Setup](#) to review the order of Inventory setup tasks.

Enter Initial Stock

To enter Initial Stock:

1. Pull down the **Inventory** menu and click **Initial Stock....**
2. Click **Continue...** after reading the note about clearing sales.
3. Click **Yes** to Archive and Clear Sales if you've poured any drinks since your last Archive and Clear Sales.
Wait for the report to run. [View, save and/or print the report](#) and click [Close](#) to exit the View screen. The Physical Inventory screen displays.
4. Type your current stock amounts for each brand in the **Total Stock** column.
This includes containers behind the bar and in the store room. Partial container amounts can be entered up to two decimal places. Brands without an assigned [supplier](#) will not appear in this list.
5. Click **OK**.
If you leave any stock amounts at zero, a prompt reminds you.

Initial Stock

- ▶ You must enter the initial number of containers on hand for each brand as part of Inventory setup.
- ▶ Your stock amounts should include all containers, both behind the bar and in the storeroom.
- ▶ After entering Initial Stock once, the menu item changes to [Inventory Check](#).
- ▶ See [Inventory Overview](#) for help with understanding how Inventory works.
- ▶ See [Checklist for Inventory Setup](#) to review the order of Inventory setup tasks.

Inventory Check

To run Inventory Check:

1. Pull down the **Inventory** menu and click **Inventory Check....**
2. Click **Continue...** after reviewing the dates of the most recent archive and inventory check.

3. Click **Yes** to Archive and Clear Sales if you've poured any drinks since your last Archive and Clear Sales. Click **No** to proceed with Inventory Check.

*If you've previously selected **Calculate Retail Price** when you Archive and Clear Sales, clicking Yes here to Archive and Clear Sales will use that setting. This may affect the [Retail Price per Unit](#) of your brands. If you don't want that to happen, click No here and go to [Archive and Clear Sales](#) and de-select Calculate Retail Price before proceeding. If you click Yes here, wait for the report to run. View, save and/or print the report and click Close to exit the View screen.*

4. If you've performed a physical inventory, type any adjusted stock amounts in the **Total Stock** column.
This includes containers behind the bar and in the store room. Partial container amounts can be entered up to two decimal places. If you've set up more than one [stock room](#), a Physical Inventory screen appears for each one. Enter adjusted stock amounts for each room.

5. Click **Continue....**
If you leave any stock amounts at zero, a prompt reminds you.
6. Add or remove brands from the order by clicking or using the space bar. Click **Continue....**
Brands with a total stock number below the par stock/order point are already highlighted and include the tag "ORDER NOW".

7. Type a new **Order Number** if desired.
Successive order numbers are automatically generated.
8. Type (or verify) the **Order Quantity** for each brand.
*If you're using **Order Point**, once you enter a quantity for a brand, it's remembered for future orders.*
*If you're using **Par Stock**, the quantity shown is the number needed to reach par stock. This quantity is not remembered, since it's re-calculated for each order.*

OR

Check **Show Rooms** and enter/verify an order quantity by stock room.

9. Type the **Order Cost** for each brand.
Once you enter a cost for a brand, it appears on every order until you change it. If you checked Calculate Container Cost on the [Inventory Options](#) screen, any order cost you enter here will be divided by the order quantity to determine a new [container cost](#) for the brand. If you didn't check Calculate Container Cost, the order cost has no effect on the container cost.

10. Click **Print** to print a copy of the order.
*You can uncheck **Show Rooms** when you print the order for the supplier. Check **Show Rooms** to print the order for receiving.*

11. Click **OK** to save the order and exit.

OR

If you're ordering brands from more than one supplier, click **Next** and repeat for each order.

Inventory Check

- ▶ Inventory Check uses only the volume data that's been archived at the computer to calculate the reduction in stock amounts for each brand.
- ▶ If you haven't archived and cleared sales since your last Inventory Check, you'll be prompted to do so before proceeding. (This may also affect [Retail Price per Unit](#).)
- ▶ If you've cleared sales more than once since your last Inventory Check, Infinity uses combined volume data from all of those Archive and Clear Sales reports to determine stock reduction.
- ▶ To calculate any product loss, you must also take a physical inventory. However, you can run Inventory Check without doing a physical inventory to review stock amounts and generate orders.
- ▶ [Initial Stock](#) must be performed once before Inventory Check is available.

Orders

To find orders:

1. Pull down the **Inventory** menu and Click **Orders...**

To generate a new order:

1. Click **New...**
2. Follow steps 2-11 of [How to run Inventory Check](#).

To modify an existing order:

1. Select an **Order** number to modify.
2. Click **Modify...**
3. Type a new **Order Quantity** or **Order Cost** for the desired brand(s).
Type in an Order Quantity of zero to remove any item from the order. Once you enter a cost for a brand, it appears on every order until you change it. If you checked Calculate Container Cost on the [Inventory Options](#) screen, any order cost you enter here will be divided by the order quantity to determine a new [container cost](#) for the brand. If you didn't check Calculate Container Cost, the order cost has no effect on the container cost.
4. Click **Print** to print a copy of the order.
5. Click **OK** to save any changes and exit. Click **Close** to exit if you haven't made changes.

To delete an order:

1. Select the **Order** from the drop-down list.
2. Click [Show All Options](#).
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.

Orders

- ▶ To generate a new order, you'll use Inventory Check. This prompts you to run an Archive and Clear Sales report and then adjusts all stock amounts using volume data from the report. This helps you determine which brands need to be ordered.
- ▶ Click the Deliveries... shortcut button on the Orders screen to enter quantities delivered. See [How to enter deliveries](#).

Deliveries

To find deliveries:

1. Pull down the **Inventory** menu and Click **Deliveries...**

To enter deliveries:

1. Select the **Order Number** of the delivery and click **Continue....**
*If you did not receive everything in the order and you want to keep the order in your system, click **Back Order...** and follow the steps to create a back order below. (You'll still be able to enter the quantities you did receive.)*
 2. Click **Show Rooms** to expand the order to show amounts for each stock room (if you have more than one stock room).
Uncheck this box to see the totals for the entire order.
 3. Scroll to review the **Order Quantity** for each brand. Type a new number if the delivery quantity differs from the order.
*To completely cancel an order for any brand not delivered, enter zero for its Order Quantity. If you click **Back Order...** after making any changes to the **Order Quantity** or **Order Cost**, you'll see a message about your edits being removed and then the Back Order screen displays. If you really want to create a back order, follow the steps to create a back order below, (which include entering any quantities delivered). If you don't want to create a back order, click **Cancel** on the Back Order screen and re-enter the delivery.*
 4. Scroll to review the **Order Cost** and type in a new number if the invoice reflects a different cost.
 5. Click **View...** or **Print...** at any time to see the order in report form in the View screen or to print a paper copy.
The View screen or printed order reflects any of your changes to the order quantities or cost.
 6. Click **OK** when you're ready to accept the delivery with the amounts shown.
*As soon as you click **OK**, the received containers are added to the total stock and the order is removed from the system.*
- OR
- Click **Cancel** to if you decide not to process the Delivery at this time.

To create a back order:

1. Select the **Order** number and click **Continue.....**
2. Click **Back Order....**
3. Click **Show Rooms** to expand the order to show amounts for each stock room (if you have more than one stock room).
Uncheck this box to see the totals for the entire order.
4. Type the **Delivered Quantity** and **Delivered Cost** for each brand.
You're entering what you actually received. If you received the full order quantity for a brand, you don't need to change anything. If you received a partial amount, enter the number you received. Enter zero for any brand not delivered. Entering zero here does not cancel the order for the brand.
5. Click **Continue...**
The list of back ordered products displays.
6. Review the **Back Order Quantity** and **Cost** for the products you still need to receive. Type a new quantity if needed or click **Back** to return to the previous screen to edit the Delivered Quantity.
The initial back order quantity shown is the difference between the quantity from the original order and the delivered quantity you entered on the last screen. A zero should be present if the product has been fully delivered. You can change the back order quantity to zero if you want to cancel the order for a specific brand. Any changes you make on this screen to back order quantities do not affect the delivered quantities you already entered on the previous screen. If you realize you need to change the delivered amounts,

Deliveries

- ▶ Whenever stock is added to your inventory, you should enter the container quantities using the Delivery feature.
- ▶ To enter a delivery, you must know the order number being delivered.
- ▶ If you didn't receive everything, you can still enter what you did receive and keep the order in your system as a back order.
- ▶ If you create a back order, it's saved with the same order number as the original order.

click **Back** to return to the previous screen and then click **Continue** to return to this screen. The order is not processed until you click OK.

7. Click **OK** when you're ready to accept both the delivery quantities and back order quantities.

As soon as you click OK, the received containers are added to the total stock. The order remains in the system with the same order number and shows all the back order quantities. When the back ordered products arrive, follow the steps to enter a delivery. If you want to view or print a copy of the back order you just created, select the original order number from the Deliveries screen and click View or Print. Click Cancel to exit the Deliveries screen.

OR

Click **Cancel** to if you decide not to process the Delivery at this time.

Inventory Reports

To run Inventory reports:

1. Pull down the **Inventory** menu and point to **Reports**. Click the report name.
2. Click **Yes** to archive and clear sales or **No** if you have the archives you need.
Wait for the report to run and display in the View screen.
3. View the report.
See [View, Print, Save Reports](#).

Inventory Reports

- For a description of Inventory reports, see:
[Container Stock Report](#)
[Cost Analysis Report](#)
[Brand Information Report](#)
- You can also run Inventory reports using the Advanced Reporting menu. See [Run an Advanced Report](#).

Interface

Interface is a communication link that allows rapid transfer of drink information from a Berg ECU to a sales terminal (POS or ECR). Each pour at the ECU is translated into a numerical code and sent to the sales terminal using a driver compatible with the sales terminal. The sales terminal then rings up all drinks poured exactly as if someone were pressing the sales terminal keys.

What do I have to do to set up Interface?

1. Make sure Infinity software is installed and working.
Interface is automatically installed when you install Infinity software.
2. [Activate](#) the correct driver.
3. Meet with the sales terminal representative to determine the configuration of sales information required by the terminal and the necessary hardware connections.
4. [Enter PLUs](#) for brands and cocktails that match the PLUs used by the sales terminal.
5. [Enter default driver settings](#). These are any options or modifiers required by your sales terminal.
6. If you are using a Micros 8700 driver or related POS and are sharing POS terminals between more than one ECU, you must list the ECUs which share a POS terminal in a single Sales [Station](#). Repeat for every POS terminal.
7. [Load the driver file to the ECU\(s\)](#). The driver is sent with any default settings you've entered.
8. Test each station and verify drinks are ringing properly at the sales terminal with each pour.

Checklist for Interface Setup

Checklist for Interface setup:

1. Complete all necessary hardware connections between the sales terminal and ECUs.
2. Select the appropriate driver at first install. See [Activate Driver](#).
Interface is automatically installed when you install Infinity software.
2. Set up your [sales station\(s\)](#).
3. [Assign the correct PLUs](#) to brands and cocktails.
4. Review and [edit the settings for your selected driver\(s\)](#).
5. [Load the driver file](#) to your Infinity equipment.
6. Test the interface with the sales terminal. See [Test Driver](#).

What is Interface?

- ▶ Interface is a communication link that allows rapid transfer of drink information from a Berg ECU to a sales terminal.
- ▶ Sharing sales information already generated by a Berg ECU can significantly reduce a bartender's labor and time spent per drink.
- ▶ Once the interface is installed, drink information for each pour is translated into a numerical code and sent to the sales terminal.
- ▶ The sales terminal then rings up all drinks poured exactly as if someone were pressing the sales terminal keys.

Driver Help

Find the name of your terminal, software package or POS system:

Berg Generic - This is the Berg Generic POS driver. It works with the greatest variety of sales terminals.

Berg Basic - This is the Berg Basic POS driver. It is similar to Berg Generic but runs at 9600 baud and has a simpler data packet.

Berg Parallel - This is the Berg ECR driver. It works with all sales terminals that have a Postech or other third party interface board installed.

ASI (Advanced System Inc.) - This selection installs a POS driver. Use Berg cable 8007993.

Casio PCR-365 - This selection installs an ECR driver. It requires a Postech or other third-party interface board. (ECR supports Direct and Standard PLU.)

Casio TK5100, TK-6000 - These selections install an ECR driver. It requires a Postech or other third-party interface board. (ECR supports Direct and Standard PLU.)

Casio QT-2000 Series - This selection installs a POS driver. Use Berg cable 8007969.

Casio QT-7000 Series - This selection installs a POS driver. Use Berg cable 8007969. Use POS software version 3.3 or higher. The POS software supports pre-checking.

ClubTrax - A product of System Dynamic. This selection installs a POS driver. Use null modem cable (PN 8007020) or Berg cable 8007993.

Comtrex PCS 5000 - This is a software package that runs on your sales terminal. This selection installs a POS driver.

Comtrex Super Sprint - This is a software package that runs on your sales terminal. This selection installs a POS driver.

Digital Dining - This selection installs a POS driver. Use Berg cable 8007993.

Future POS - This selection installs a POS driver.

Gamma - This is a software package that runs on your sales terminal. This selection installs a POS driver.

HSI - This selection installs a POS driver.

Ibortech Aloha - This is a software package that runs on your sales terminal. This selection installs a POS driver. Use a standard null modem cable (PN 8007020).

Infogenesis 4683 - This selection installs a POS driver. Use Berg cable 8007985.

Infogenesis 4695 - This selection installs a POS driver. Use Berg cable 8007993. Supports PLU numbers 1 - 255 only.

Infogenesis Revelations 3.3+ - This selection installs a POS driver. Use Berg cable 8007993.

iQ POS - This selection installs a POS driver.

Micros 2000 400395 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Micros 2700 - This selection installs a POS driver for use with the International protocol. If you wish to work with the North American protocol, install the Micros 4700 driver. If you have installed a Postech or other third-party interface board and are using an ECR interface, you should select Postech or Berg Parallel instead. (ECR supports Direct PLU.)

Micros 3700 - This selection installs a POS driver. Use Berg cable 8007993.

Micros 4700 - This selection installs a POS driver. Use Berg cable 8007986.

Micros 8700 - This selection installs a POS driver. Use Berg cable 8007993.

Micros 9700 - This selection installs a POS driver. Use Berg cable 8007993.

Microsale - This selection installs a POS driver. Use Berg cable 8007993. Use POS software version 3.3 or higher. The POS software supports pre-checking.

NCR 1101 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

NCR 2760 - This selection installs a POS driver.

NCRS Saturn - This selection installs a POS driver. Use Berg cable 8007993. The POS software supports pre-checking.

Omron RS3010 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Omron RS4541 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Omron RS4841/4341 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Panasonic JS-5000 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Panasonic 7500 Plus - This is a software package that runs on your sales terminal. This selection installs a POS driver. A special cable available from Panasonic is required. A RJ-45 connector is used.

Panasonic 7700 Plus - This is a software package that runs on your sales terminal. This selection installs a POS driver. A special cable available from Panasonic is required. A RJ-45 connector is used.

PDQ Restaurant Systems - This selection installs a POS driver.

PI Electronique - This selection installs a POS driver. Use Berg cable 8007993.

Pixel Point - This selection installs a POS driver. Use Berg cable 8007993. The POS software supports pre-checking.

Posera Maitre D' - This is a software package that runs on your sales terminal. This selection installs a POS driver. Formerly known as Gamma.

Postech - This is the Postech interface board. This selection installs an ECR driver.

RDC POSitouch - This selection installs a POS driver. Use Berg cable 8007993. Special PLU bookend setup required.

Remanco - This selection installs a POS driver. Use Berg cable 8007987.

Remanco Vision - This selection installs a POS driver. Use Berg cable 8007993. The POS software supports pre-checking.

Royal Alpha 587 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Royal Alpha 587-CX - This selection installs a POS driver.

Royal Alpha CMS 482 Plus - This selection installs a POS driver.

r/Power - A product of K3 Software. This selection installs a POS driver. Use a null modem cable (PN 8007020) or Berg cable 8007993.

Samsung 240 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Samsung 550 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Samsung 650 - This selection installs a POS driver. Use Berg cable 8007996. If you have installed a Postech or other third-party interface board and are using an ECR interface, you should select Postech or Berg Parallel instead.

Samsung 1000 - This selection installs a POS driver. Use Berg cable 8007970. If you have installed a Postech or other third-party interface board and are using an ECR interface, you should select Postech or Berg Parallel instead.

Samsung 4900/4915/4940 - These selections install an ECR driver. It requires a Postech or other third-party interface board.

Samsung 5100/5140 - These selections install an ECR driver. It requires a Postech or other third-party interface board.

Samsung 6500/6540 - These selections install a POS driver. Use Berg cable 8007996. If you have installed a Postech or other third-party interface board and are using an ECR interface, you should select Postech or Berg Parallel instead.

SeQL - This selection installs a POS driver. Use Berg cable 8007993. The POS software supports pre-checking.

Sharp ER-A330 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Sharp ER-A460/ER-A470 - These selections install an ECR driver. It requires a Postech or other third-party interface board.

Sharp A550S - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Sharp ER-A570 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Sharp ER-A610 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Sharp ER-3220 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Sharp ER-3310 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Sharp ER-4230M - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Sharp Series 4500 - This selection installs a POS driver.

Sharp 880 - This selection installs a POS driver. It should be used with Maitre D' software.

Sharp 5700 - This selection installs a POS driver. It should be used with Maitre D' software.

Silverware - This selection installs a POS driver.

Squirrel - This selection installs a POS driver. A special adapter available from Squirrel is required. Use standard 9 pin to 9 pin cable. The POS software supports pre-checking.

System 3 - This selection installs a POS driver. Use Berg cable 8007993.

TEC CRS 3000 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

TEC FS1450-1 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

TEC FS-1650 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

TEC FS-3600 - This selection installs a POS driver. Use Berg cable 8007993.

TEC MA 1350/MA 1350-F - These selections install an ECR driver. It requires a Postech or other third-party interface board.

TEC MA 1400/MA 1450-1 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

TEC MA 516-100 - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Trim-POS Flashpoint - This selection installs a POS driver. A special cable available from Trim-POS is required. The POS software supports pre-checking.

Uniwell UX-34F - This selection installs an ECR driver. It requires a Postech or other third-party interface board.

Set Up Sales Station for Interface

To set up a sales station for interface:

1. Pull down the **Interface** menu and click **Sales Stations...**
*You will only see this menu option if you've allowed multiple drivers on the **Activate Drivers** screen. Alternatively, you can select the **Management / Setup / Sales Stations** menu option. This takes you to the same screen.*
2. Select a **Sales Station** and click **Modify...**
OR
Click **New...** to set up a new sales station.
See [Sales Station Setup](#) for help creating a new station.
3. Verify the correct equipment displays in the **Current Definition** list for the sales station.
*Use the **Add** or **Remove** buttons to makes any changes to the list.*
4. Select the appropriate **Driver** for the sales station.
You'll see only the driver(s) you've [activated](#) in this list. You're selecting the correct driver file for the sales terminal to which this sales station is connected. If you've activated only one driver, it displays by default. This driver file will be downloaded to all the ECUs you've included in this sales station when you [load driver](#).
5. Click **OK** to save the selected equipment and driver for the sales station.
6. If required, click **OK** to confirm the message about loading drivers to ECUs. See [Load Driver](#).

Sales Stations

- ▶ You must use Sales Stations to indicate where each driver is to be loaded.
- ▶ By default, all ECUs and dispensers are included in the **<Default Sales Station>**. If you remove any equipment from this default sales station and do not re-assign it to another sales station, it will not be interfaced.
- ▶ When [Allowing Multiple Drivers](#), sales stations indicate which driver is being used by each ECU.
- ▶ For Dispenser network ECUs, if there is more than one P3 Hub on an ECU, an additional sales station is required to specify the association between each P3 Hub and the dispensers it services,

Load Driver

To load a driver:

1. Pull down the **Interface** menu and click **Load Driver...**
2. Select the **Equipment Name** where you want to load a driver.
You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your hardware stations.
3. Click **Continue...**
*Wait for communication with the selected equipment. A confirmation screen displays to show you which driver name and version number will be loaded and whether a driver is currently loaded at the selected station or group. It also informs you if your default parameters (options and modifiers) will be loaded at the station or group. If you see the wrong driver listed, click **Cancel** and see [Activate Driver](#) to select the driver you need. If you have activated multiple drivers and you see the wrong one going to the selected sales station, see [Set Up a Sales Station for Inventory](#) to associate the correct driver.*
4. Click **OK** to confirm loading of the driver(s) after reviewing the list. (Click **Cancel** to abort the loading process.)
Wait while communication with the ECU(s) occurs.
5. Click **Close** to exit the Load Driver screen.
Note: The driver is automatically loaded to an ECU if you Clear and Restore Memory for the ECU (if Interface has been properly installed).

Load Driver

- ▶ Loading a driver at a station or group gives the ECU(s) the necessary language format to communicate with the sales terminal.
- ▶ A driver is a computer file included with your Interface software that knows how to communicate with the specific hardware of your sales terminal.
- ▶ Each sales terminal interface requires a unique driver. You select the appropriate driver for your sales terminal when you [activate a driver](#).
- ▶ ??If you said Yes to the automatic loading of drivers (when running Infinity after installing Interface), you don't need to perform this task.
- ▶ If you're installing drivers in your stations or groups for the first time, [test the driver](#).
- ▶ Do not perform this task while drinks are being poured.

Test a Driver

To test a driver you've loaded to a station or group:

1. Load the driver to the station. See [Load a Driver](#).
2. Pour drinks at the station. Verify the correct price is ringing at the sales terminal for each drink poured.
3. If the station isn't ringing up drinks properly, try to determine the source of the problem:

Is communication between the ECU and sales terminal failing?

Check all hardware and cable connections.

To check the output of the driver, use the POSTest utility found on the Infinity installation disk.

Run E:\tools\postest\setup.exe (where E is your CD drive).

Are drinks ringing at the sales terminal, but at the wrong price?

Verify you've entered PLUs into Infinity that match those of the sales terminal. [Re-enter PLUs](#) if necessary. If your sales terminal uses modifiers, verify you've entered the modifiers correctly.

Are you having trouble with timing?

Check the [default options](#) you've set and adjust them if necessary.

4. Once the station is ringing up drinks correctly, save any changes you've made to options and modifiers as your new defaults.
5. Load the driver to any remaining stations.
6. Test each station individually, making any necessary changes. Make sure each station is pouring and ringing up drinks correctly.

Test a Driver

- ▶ If you're installing drivers in your stations or groups for the first time, perform this test to verify communication between your Infinity system and sales terminal(s).
- ▶ It's a good idea to set the [Pour Communication option](#) to Pour Without Release for testing.
- ▶ You can then reset to Wait for Release or Send After Pour when you've finished testing.

Remove Driver

To remove a driver:

1. Pull down the **Interface** menu and click **Remove Driver...**
2. Select the **Equipment Name** where you want to remove a driver.
You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your hardware stations.
3. Click **Run**.
Wait for communication with the selected equipment. A confirmation screen displays to show you which driver name and version number will be removed.
4. Click **OK** to confirm removing the driver. (Click **Cancel** to abort the removal process.)
Wait while communication with the ECU(s) occurs.
5. Click **Close** to exit the Remove Driver screen.

Remove Driver

- ▶ When you remove a driver from a station or group, the ECUs in the station or group no longer have the capacity to send drink information to the specific sales terminal associated with the driver.
- ▶ If you're removing a driver so you can load a different one, just [load the new driver](#) and the old one is automatically replaced.

Show Status

To show driver status:

1. Pull down the **Interface** menu and click **Show Status...**
2. Select the **Equipment Name** where you want to check the driver.
You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your hardware stations.
3. Click **Run**.
Wait for communication with the selected equipment. A confirmation screen displays to show you which driver name and version number is loaded, the enable/disable status and pour options.
4. Click **OK** after reviewing the driver status.
5. Click **Close** to exit the Show Status screen.

Show Status

- ▶ Use this feature of Interface software to show the status of drivers at a station or group.
- ▶ You can quickly find out which drivers are loaded and enabled at the ECUs in the station or group.

Enable/Disable Driver

To enable/disable a driver:

1. Pull down the **Interface** menu and click **Enable/Disable.....**
2. Select the **Equipment Name** where you want to enable/disable a driver.
You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your hardware stations.
3. Click **Show Actual** to communicate with the selected equipment to determine the current driver status.
*Wait while the communication occurs. The **Unknown** field is selected if **Show Actual** is not selected. (The software has no way of knowing the current enable status of drivers unless it communicates with the equipment.) The **Unknown** field may also be selected if drivers in some ECUs in a group you've selected are enabled and others are disabled.*
4. Select **Enabled** to enable the driver in the station or group you have selected.
OR
Select **Disabled** to disable the driver in the station or group you have selected.
5. Click **Run** to send the enable/disable message to the equipment.
Wait while the communication occurs. A message informs you when the procedure is complete.
6. Click **Cancel** to exit the screen.

Enable/Disable Driver

- ▶ Once you've loaded a driver to a station or group, you can disable it if you need to and then re-enable it at any time.
- ▶ If you want to completely remove the driver from the ECUs in the station or group, see [Remove Driver](#).
- ▶ Each sales terminal interface requires a unique driver. You select the appropriate driver for your sales terminal when you [activate a driver](#).

Activate Driver(s)

To select a driver:

1. Pull down the **Interface** menu and click **Activate Driver....**

The Activate Driver screen may appear when running Infinity immediately after installing.

2. Select the name of your terminal, software package or POS system in the **Driver List**.

If you find both the sales terminal and the software package, select the software package. If you have installed a Postech interface board on your POS terminal, you should select Postech board. If you have installed some other interface board, select Berg Parallel. Finally, if none of the above apply, select Berg Generic. See [Driver Help](#) for specifics on each of the possible driver selections.

3. Click **<Add** to move your selection to the **Activated** list.

4. Click **Allow Multiple Drivers** if you need to activate additional drivers for other sales stations. Click **OK** to confirm the sales stations message. Repeat steps 2-3 for any additional driver.

*Selecting the **Allow Multiple Drivers** option inserts a **Sales Stations** menu item in the Interface menu. After you exit the Activate Driver screen, you can select [which driver goes with each of your existing sales stations](#) or you can [set up new sales stations](#) and assign a driver to each. Create at least one sales station for every driver you are using. (Note that you may create more than one sales station for a driver.) Make sure each ECU using a driver is in a sales station assigned to that driver before you load drivers.*

5. Click **OK** to save the activated driver(s).

6. Click **OK** to confirm the message about loading drivers to ECUs. See [Load Driver](#).

Activate Driver

- ▶ When you have installed Infinity with Interface, a specific driver must be selected before you can load a driver to ECUs.
- ▶ A driver is a computer file included with Interface software that knows how to communicate with the hardware of your specific sales terminal. See [Driver Help](#) for specifics on each of the possible driver selections.
- ▶ In most cases, only one sales terminal is activated at a time. However, There may be circumstances when you are using more than one type of sales terminal or when not all ECUs need to be interfaced.
- ▶ You must use Sales Stations to indicate where each driver is to be loaded.

Change Pour Communication

To change the pour communication option:

1. Pull down the **Interface** menu and click **Change Pour Communication....**
2. Select the **Equipment Name** where you want to enable/disable a driver.
You'll see any [groups](#) or [sales stations](#) you've set up, in addition to all your hardware stations.
3. Select the **Pour Communication** option you want.
[Wait for Release](#) means the ECU sends drink information to the sales terminal and waits for approval (release) before pouring the drink.
[Pour Without Release](#) means the ECU sends drink information to the sales terminal before pouring a drink, but doesn't wait for sales terminal approval to start the pour.
[Send After Pour](#) means the ECU pours the drink before sending drink information to the sales terminal.
4. Click **Continue...** to send the change to the equipment.
Wait while the communication occurs. A message informs you when the procedure is complete.
5. Click **Close** to exit the screen.
Repeat this procedure when you want to change the pour communication back to its original setting or to try a different setting.

Change Pour Communication

- ▶ Use this feature to temporarily change the pour communication option at selected equipment.
- ▶ Changing this communication option can be useful when troubleshooting communication with the sales terminal.
- ▶ If you [Clear and Restore Memory](#), send [Driver Settings](#) changes or [Load a Driver](#) to the selected equipment then the Pour Communication is reset to its defaults for that driver.

Driver Settings

To enter or modify driver settings:

1. Pull down the **Interface** menu and click **Settings....**
2. Select the **Driver** that needs new settings.
To see any drivers in this list, you must first [activate the driver](#).
3. Click **OK**.
The Driver Settings screen displays. Depending on your driver, you may not have access to tabs for features not supported by your sales terminal.
4. On the [Options](#) tab, select a [Pour Communication](#) option. Enter a new [Timeout Value](#) only if you've already tested the default one.
*Select **Transaction Mode** only if you want the bartender to be signed in at the NCR sales terminal's mainframe computer before Infinity will pour.*
5. On the [Options](#) tab, select a [POS ID Timeout](#). This changes this value for all dispensers using this driver. Use [ECU Setup/ POS ID Details](#) to change the POS ID timeout for individual dispensers.
5. For those drivers that support it, you can enter a [PLU base](#) to be added to every PLU sent to the sales terminal.
6. On the [Modifiers](#) tab, select a modifier from the **Modifier List** and click **<Add** to move the modifier to the **Current Modifier Order** list. Continue adding modifiers to the Current Modifier Order list to match the modifier order required by the sales terminal.
The modifier is added to the list above PLU. If you want the modifier after PLU, select the modifier and drag it to the desired position or use the Up and Down buttons.
7. Enter any **Transaction** or **PLU Bookends** required by the sales terminal.
*The **Begin** code signals the start of a transaction or PLU and the **End** code completes the transaction or PLU.*
8. On the **Size and Price Levels** tab, type in any [Size and/or Price Level Modifiers](#) required by the sales terminal.
Interface accepts modifiers from 1-255. Select Two Valued Modifiers if the sales terminal requires 2 codes for each modifier. Select Show Modifiers as Hexadecimal to enter and view the modifiers in hexadecimal rather than decimal format.
9. Select [Size Placekeeper for Cocktails](#) only if the sales terminal requires it.
10. On the Auxiliary Modifiers tab, type in any [Comp. Cancel](#) and/or [Type Modifiers](#). If the sales terminal requires a PLU [increment](#) to signal comp or cancel drinks instead of a modifier, enter the increment in the Add to PLU box.
The increment plus the PLU should not exceed the PLU limit for your driver (either 32,767 or 65,535). The comp or cancel modifier should not be included in the Current Modifier Order list if you're using comp or cancel increments.
Click Show Example after you've completed the Current Modifier Order list to see an example drink code using modifiers in the order you've specified. Make sure the modifier order meets the requirements of the sales terminal.

Driver Settings

- ▶ A driver is a computer file included with Interface software that knows how to communicate with the hardware of your specific sales terminal.
- ▶ Driver settings include [options](#) you can select for **Interface's** performance and any PLU [modifiers](#) that may be required by the sales terminal.
- ▶ If you want to temporarily change the Pour Communication option see [Change Pour Communication](#).
- ▶ *View an example drink code using the modifier order you've selected on the Modifiers tab by clicking **Show Example**.*

POS Identification

[POS Identification](#) is used when dispensers share a POS. The P3 Hub / POS terminal is identified at the dispenser before a pour. It is available only on Dispenser Networks.

To set up POS Identification:

1. Check the POS Identification on the [Preferences screen](#).
2. Put all P3 Hubs which are sharing a set of dispensers in the same [Sales Station](#).
3. Pull down the **Management** menu, **Setup** sub-menu and click **ECU/hardware Station.....**
4. make sure you have added all of the P3 Hubs and that their Sales Station is correct.
5. Click on **POS ID Codes** tab.
The P3 Hubs are grouped by Sales Station. The list of dispensers that share each P3 Hub is shown. Normally each dispenser will appear in more than one P3 Hub. Otherwise, the P3 Hub is not really being shared.
6. Enter the **POS ID Code**. This is the number used to identify the P3 Hub. It must be from 1 to 4..
7. Click on **POS ID Details**.
Each dispenser will be shown.
8. If there are any dispensers which are not shared, select the P3 Hub which this dispenser will always use.
For example, taps may be shared but All Bottle and Laser may be dedicated to a single POS terminal. (See [Dispenser Converter](#) to see how Infinity Network devices are connected to a Dispenser Network.)
9. Enter the **ID Timeout** in seconds for each dispenser. This is the time after a pour is completed during which that you can initiate another pour without having to re-identify the P3 Hub. Most often all dispensers will have the same timeout.
Enter 0 for the code to never time out. This is useful when normally the dispenser rings up on the same sales terminal. If a different bartender needs to pour there, they must Cancel and then identify their P3 Hub. When done, they should Cancel out of their POS ID code.
You can use [Driver Settings](#) to change the [POS ID Timeout](#) for all dispensers in a single step.
10. Click **OK** to save.
11. Choose **No Communication** or **Send to this ECU**.

POS Identification

- ▶ P3 Hubs involved in POS identification must be on the same Dispenser Network and must be in the same Sales Station.
- ▶ You must have more than one P3 Hub on a Dispenser Network to use POS ID. You can have a maximum of four shared P3 Hubs on each Sales Station.
- ▶ To identify the P3 Hub on a Tap 2 or Dispenser Converter, push the button corresponding the the P3 Hub Code (1 through four).
- ▶ On the cocktail Pad, use the arrow button under desired POS ID Code on the screen.
- ▶ Pour. The POS Terminal connected to that P3 Hub will ring up.
- ▶ Pour again before the POS ID Timeout to ring up on the same POS terminal.
- ▶ You can press Cancel to back out of the current P3 Hub selection before a pour or during the timeout period

Sequence Number Setup

To enter or modify sequence numbers for Micros POS:

1. Before using POS Setup, you must put all ECU and P3 Hubs which are sharing a Micros POS terminal in the same [Sales Station](#).
2. Pull down the **Interface** menu and click **Sequence Number Setup.....**
3. Enter the beginning and ending sequence number for each POS connection. The allowable numbers are 1 through 9.
The equipment listed is grouped by Sales Station. The sequence numbers for equipment in the same Sales Station must not overlap.
4. Click OK to save the changes.
5. [Load Driver](#) for all affected ECUs.

Sequence Numbers

- ▶ This screen is only available if you have activated a Micros POS terminal and you have checked the Explicit Sequence Numbers on the [Preferences screen](#).
- ▶ Sequence numbers are used by some Micros POS system (such as the 3700, 8700 and 9700) to allow more than one pouring area to share the same POS terminal. For example if a Tap1 and an Infinity ECU were connected to the same POS terminal, one of these will use sequence numbers 1-3 and the other will use 4-6. The Micros terminal would be able to distinguish between the two sources.
- ▶ The Infinity 1544 ECU always uses sequence numbers 1-9.

Generate PLUs

To generate consecutive PLUs:

1. Pull down the **Interface** menu and click **Generate PLUs...**
2. Select which **Product Type** and **Category** of price portion tables you want to view. Check **Sort by Descriptor** to see your brand list sorted by any [descriptors](#) you've set up.
*You're selecting what you want to see in the **Price Portion Tables** list. Select <All> to see all your brands listed.*
3. Select a **Price Portion Table** and click **Add** to move it to the **Brand PLU Order** list. (Or drag and drop a selection to the list.) Use **Add All** to move the entire list.
*You're selecting all the price portion tables you want to receive the consecutively generated PLUs. Use **Remove All**, if needed, to clear the Brand PLU Order list and start over.*
4. Arrange the **Brand PLU Order** list in the correct PLU order with the **Up** or **Down** buttons (or drag and drop to re-arrange the order).
*The top of the list receives the **Starting PLU**.*
5. Enter the **Starting PLU** number.
6. Select a **Price Level**.
If you choose a particular Price Level, the PLUs for all other Price Levels will remain untouched. Select <All> if you want to generate the same PLU for all price levels or different PLUs for each price level.
7. Check the appropriate box to indicate whether all **Price Levels** or all **Sizes** will **use the same PLU**.
8. If there will be separate PLUs for both Price Levels and Sizes, indicate whether PLUs will be spread across Sizes before Price Levels or Price Levels first.
9. Click **Show Example** If you are not sure how the arrangement you pick will work.
*A pop up will show the PLU assignments for the first brand. Click **OK** to exit the popup. You can then make changes and click **Show Example** again to see new results.*
10. Select whether you want to send the PLUs to equipment where the brands are assigned.
11. Click **OK** when you are satisfied with your selections.
The PLUs are immediately generated. Go to [Modify Multiple Prices and Portions](#) and check the PLU tab to see the newly generated PLUs.

Generate PLUs

- ▶ You can generate a sequence of [PLU](#) numbers with this form.
- ▶ This quickly assigns a sequence of PLUs to the price portion tables you select and saves time entering PLUs.
- ▶ If you are using Interface, use this feature to quickly assign PLUs in Infinity to match the PLUs at the sales terminal.
- ▶ You can also [enter PLUs individually](#) for each price portion table.

Uninstall Interface

To remove Interface functionality:

1. [Remove any drivers](#) from ECUs.
2. Pull down the **Options** menu and click **Preferences.....**
3. Uncheck **Interface** and click **OK** to confirm the message about removing any drivers.
4. Click **OK**.

Wait while the communication occurs. The Interface menu option no longer displays in the Infinity main menu.

Remove Interface

- ▶ Use this option if you are not using the Interface feature.
- ▶ This will remove the Interface menu and eliminate all sales terminal Interface functionality.
- ▶ Note you can also just [disable a driver](#).
- ▶ You MUST [remove all drivers](#) from all ECUs before disabling Interface.
- ▶ After disabling Interface, you can re-enable it at anytime from the Preferences screen.

Run a Current Sales Report

To run a current sales report:

1. Pull down the **Reports** menu and point to **Not archived (Current Sales)**.
Click the name of the report you want to run.
You can also run a current sales report using the Advanced Reporting menu. This is useful if you want to set specific options for a current sales report. See [Run an Advanced Report](#).
2. Select the **Equipment Name**.
If you've set up any [groups](#) or [sales stations](#), they appear in the list. Otherwise, select a hardware station.
3. Click **Run** to run the report.
Wait while the data is retrieved from the ECU(s). The time it takes to run the report is determined by the amount of sales activity and the number of ECUs in the station or group. Never turn off or restart your computer while the report is running or sales data may be lost.
4. View, save or print the report. See [View Report](#).
Saved report files can be opened by clicking Open... on the View screen.
5. Click **Close** to exit the View screen.
6. Click **Close** to exit the Current Sales report screen.

Current Sales Report

- ▶ A Current Sales report uses the sales data currently stored at the ECU(s), or in other words, all sales data accumulated since the last time you cleared sales at the ECU.
- ▶ The Current Sales menu provides convenient access to four current sales reports:
[Sales Totals \(X1\)](#)
[Sales by Price Levels \(X2\)](#)
[Detailed Sales \(X3\)](#)
[Hourly Sales \(X4\)](#)
- ▶ Running a report from the Current Sales menu does not [clear sales](#) at the ECU(s).
- ▶ To view the last report run on your system, click [Most Recent Report](#)....
- ▶ The [report options](#) you've set up are used when you run a report from the Current Sales menu.
However, the data type is Current regardless of the data type you selected in the Options menu.
- ▶ You can also run a current sales report using the Advanced Reporting menu. This is useful if you want to set specific options for a current sales report. See [Run an Advanced Report](#).

Run the Most Recent Report

To run the most recent report:

1. Pull down the **Reports** menu and point to **Not archived (Current Sales)**. Click **Most Recent Report...**
2. View, save or print the report. See [View Report](#).
Saved report files can be opened by clicking Open... on the View screen.
3. Click **Close** to exit the View screen.

Most Recent Report

- ▶ This menu item lets you view and print the last report run on your system.
- ▶ The report appears in the **View** window exactly as it did the first time it was run and you can print the report if you choose.

Archive and Clear Sales (Z)

To archive and clear sales (Z):

1. Pull down the **Reports** menu and click **Archive and Clear (Z)**...
2. Select the **Equipment Name**.
You're selecting a [group](#) or [sales station](#) or ECU/hardware station you want to clear.
3. Click **Calculate Retail Price** if you want to calculate the [Retail Price per unit](#) for all brands poured since the last archive.
This option means the [pour sales](#) are divided by the [pour volume](#) for each brand being archived. (You can check the retail price per unit that was calculated for a brand in [Brand List Setup](#).) It is recommended you use this calculation method only with the [Master Group](#) so that all brands are updated at the same time. If you leave this option checked then whenever schedule or inventory check run an archive and clear this will also calculate the retail price per unit.
4. Check **Set ECU Time** if you want to reset the clocks of all ECUs in the selected Station or Group to match the current PC clock.
This is especially important if you use the [Hourly Sales](#) report.
5. Click **Run** to archive and clear sales at the selected equipment.
6. Click **OK** to confirm the clearing of sales or click **Cancel** to exit the process.
Wait while the data is retrieved from the ECU(s). The time it takes is determined by the amount of sales activity and the number of ECUs in the station or group. Never turn off or restart your computer while data is being retrieved or the data may be lost.
7. View, save or print the report. See [View Report](#).
Saved report files can be opened by clicking Open... on the View screen.
8. Click **Close** to exit the View screen.
9. Click **Close** to exit the Archive and Clear Sales (Z) screen.

Archive and Clear (Z)

- ▶ When you archive and clear sales at selected ECUs you reset all totals at the ECUs to zero and send the data to [archive records](#) at the computer. (This was called a Z report in earlier versions of Infinity.)
- ▶ The sales you clear from the ECU are shown on a [Current Sales Totals/Clear Sales \(Z\) Report](#) which is identical to a [Current Sales Totals \(X1\) Report](#) except running the report zeros out the ECU.
- ▶ The archive records sent to the computer are stored for the length of time you selected under [Data Storage and Display Options](#) during Infinity installation.
- ▶ Archive and Clear Sales may also affect [Retail Price per Unit](#) and the ECU Time.

Run Advanced Reports

To run an advanced report:

1. Pull down the **Reports** menu. Click **Advanced Reports...**
2. Select the **Report** you want to run.
The list includes any [custom reports](#) you've created.
3. Select the **Equipment Name** for which you want to run the report.
If you've set up any [groups](#) or [sales stations](#), they appear in the list. Otherwise, select a hardware station (ECU) or individual dispenser.
4. Set options on the **General** and **Selections** tabs for this report only.
*See [Report Data](#), [Brand Name Sort](#), [Product Type](#), [Pour Type](#), [End of Day](#), [End of Week](#). If you don't change any options, the default [report options](#) set up for your system are used. If you want to load your system defaults on all tabs click **Load Defaults**. (Switching to a different report also loads the defaults.) Some options are not available for all reports. The options you select for an advanced report are not used in a schedule. See [Custom Reports](#) to create and save a report with specific options. Then include the custom report as an [action](#) in a schedule.*
5. Click **Print** to run the report and send it to the printer without viewing.
Make sure your Windows default printer is ready. The report is generated and sent to the default printer.

OR

Click **View** to run the report and view it on the screen.
Wait while the report is run. The time it takes to run the report is determined by the amount of sales activity and the number of ECUs in the station or group. Never turn off or restart your computer while the report is running or sales data may be lost.

6. If you view the report on the screen, see [View, Print, Save Reports](#).
7. Click **Close** to exit the View screen.

To open or delete a report output file (.rdf):

See [Open or Delete Report Files](#)

Advanced Reports

- ▶ Infinity offers several reports from the Advanced Reports menu, including custom reports and the four sales reports available in the [Current Sales](#) menu.
- ▶ It's helpful to run a Current Sales report from this menu if you want to change the options.
- ▶ You can also [open or delete](#) any previously saved Infinity report files from the Reports screen.
- ▶ You can't archive and clear sales from the Reports screen. You must use the [Archive and Clear Sales \(Z\)](#) menu item.
- ▶ See also [Run a Column Selection Report](#) or [Run a Reconciliation Report](#) or [Run a Variance Report](#).
- ▶ For descriptions of each report, see [Types of Reports](#).
- ▶ For descriptions of report options, see [Report Options](#).

View, Print, Save Reports

To view a report:

Use these tools:

1. Scroll bars (bottom and right of the report)
2. **Zoom In** and **Zoom Out** icons on the tool bar
3. **Previous Page** and **Next Page** icons on the tool bar
These are active when the report has multiple pages.
4. **Table of Contents** icon on the tool bar
This helps you to pages in a long report.
5. **Title bar** (double-click to maximize the screen)
6. **Portrait/Landscape** button (toggle between these formats)

To print a report:

1. Click the **Print** icon.
2. Select a **Printer Name**.
3. Select the **Print range** and number of **Copies**.
4. Click **OK**.

To save a report to a file:

1. Click **Save As...**
2. Select the **Save in** folder for the report.
The default folder is the folder of your Infinity programs.
3. Type a **File name** for the report.
Choose a name to distinguish this report file from other report files. You don't need to type the file extension. You can also select an existing report file and overwrite it.
4. Select a file type from the **Save as type** list.
See [Report File Types](#).
5. Click **Save**.

To open or delete an Infinity report file:

See [Open or Delete Report Files](#)

View Reports

- ▶ The View screen provides a convenient way to view your Infinity report.
- ▶ For information about a specific report, see [Types of Reports](#).

Open or Delete Report Files

To open an Infinity report file (.rdf):

1. Pull down the **Reports** menu and click **Advanced Reports.....** Click **Open....**

OR

If the report **View** screen is already displayed, click **Open....**

2. Select the **Look in** folder of the report (if it's not already selected).
3. Double-click the name of the report OR select the report name and click **Open.**

You will only see reports with the .rdf extension. This is the only file type you can open in Infinity. If you are not running Infinity, you can click on the report file name in Windows and it will start Infinity and display the report in the View screen.

To delete an Infinity report file (.rdf):

1. Pull down the **Reports** menu and click **Advanced Reports.....**
2. Click **Delete.**
3. Select the **Look in** folder of the report (if it's not already selected).
4. Double-click the name of the report OR select the report name and click **Open.**

You can also delete a report file as you would delete any other file in Windows. Infinity reports use the .rdf extension. They are the only file type you can delete in the Report program.

Infinity Reports

- ▶ Open reports with the **.rdf** extension in Infinity.
- ▶ To open other report file types, click on the report file name in Windows and it will start the appropriate software to display the report.

OR

If the software is already running (e.g., Excel or Adobe Reader), click Open... to select the file you saved.

Run a Column Selection Report

To run a column selection report:

1. Pull down the **Reports** menu. Click **Advanced Reports...**
2. Select the **Column Selection** report.
3. Select **Sales** or **Usage** as the type of report.
See [Sales vs. Usage](#).
4. Select the **Equipment Name** for which you want to run the report.
If you've set up any [groups](#) or [sales stations](#), they appear in the list. Otherwise, select a hardware station.
5. Set **General** options for [report data](#) (for this report only).
If you don't change any General options the default [report options](#) are used.
6. Select columns on the [Columns tab](#).
7. Select the [column sort](#) order on the **Selections** tab.
8. Click **Print** to run the report and send it to the printer without viewing.
Make sure your Windows default printer is ready. The report is generated and sent to the default printer.
OR
Click **View** to run the report and view it on the screen.
Wait while the report is run. The time it takes to run the report is determined by the amount of sales activity and the number of ECUs in the station or group. Never turn off or restart your computer while the report is running or sales data may be lost.
9. If you view the report on the screen, see [View Report](#)
10. Click **Close** to exit the View screen.
11. Click **Close** to exit the Reports screen.

Column Selection Report

- ▶ To create a Column Selection report you can run later (or run using a schedule), [create a custom report](#) based on the Column Selection report.
- ▶ See also [Column Selection Report](#) for a description of the report.

Run a Laser Guide Report

To run a laser guide report:

1. Pull down the **Reports** menu. Click **Advanced Reports...**
2. Select **Laser Guide** as the **Report**.
3. Select the **Equipment Name** for which you want to run the report.
You'll see ECUs with Laser dispensers and individual Laser dispensers in the list.
4. Click **View** to run the report and view it on the screen.
OR
Click **Print** to run the report and send it to the printer without viewing.
5. Type the **Button Code** for each brand (if applicable).
You're entering any codes you may have placed over the Laser button numbers. If you use the button numbers, you don't need to enter anything.
6. Click **OK**.
7. Click **Yes** or **No** to answer the prompt about showing portions on the report.
If you selected Print, the report is sent to the default printer, or if you selected View, the report displays on the screen. See [View, Print, Save Reports](#).

Laser Button Codes

- ▶ When you run a laser Guide report, you may change the Laser button codes for each brand on the gun.
- ▶ Each gun is shown in a separate form. Initially the button codes are just the button numbers.
- ▶ You may change these to a printed code on the stickers that you may have placed on the buttons.
- ▶ These codes will be remembered for these brands if you choose to run this report again.
- ▶ If you are not using stickers, do not make any changes to the numbers.
- ▶ See also [Laser Guide Report](#) for a description of the report.

Run a Variance Report

To run a variance report:

1. Pull down the **Reports** menu. Click **Advanced Reports...**
2. Select **Variance Report**.
3. Select the **Equipment Name** for which you want to run the report.
If you've set up any [groups](#) or [sales stations](#), they appear in the list. Otherwise, select a hardware station.
4. Click **Show Archives** to see a list of archive dates.
5. Set [End of Day](#), [End of Week](#) on the **General**, **Sort** and **Selections** tabs if you want to change options for this report only.
6. Click **View** to run the report and view it on the screen.

OR

Click **Print** to run the report and send it to the printer without viewing.
Wait while the report is run. The time it takes to run the report is determined by the amount of sales activity and the number of ECUs in the station or group. Never turn off or restart your computer while the report is running or sales data may be lost.

7. Type the **Collected Sales** for each brand assigned to dispensers in the station or group. (A separate screen appears for each brand.)
Collected sales means the actual money taken in for the brand.
8. Click **OK**.
If you selected Print, the report is sent to the default printer, or if you selected View, the report displays on the screen. See [View, Print, Save Reports](#).
9. Click **Close** to exit the Reports screen.

Variance Report

- ▶ To run the Variance report you must enter the sales collected at the sales terminal for each brand in the report.
- ▶ See also [Variance Report](#) for a description of the report.

Set Up the Reconciliation report

To set up the Reconciliation report:

1. Enable the **Enterprise** edition when you install Infinity or using [Preferences](#).
2. Enter a price per unit for each of your brands. This is the retail price the customers pay. See [Modify Multiple Brands](#).
3. Enter PLUs for all your prices and portions. See [Assign PLUs](#).
4. If necessary, create PLU "recipes" and list them on the ECU's "PLU Recipe" tab by using Assign Cocktails. See [PLU Recipes](#) and [Create and assign a PLU recipe](#).
5. Learn the parameters of the [sales terminal data file](#) generated by the sales terminal. Establish where Infinity will find the file. Specify if you want to compare by volume or compare by sales. [Enter Reconciliation options](#) in Infinity.
6. Run the report or include the report in a schedule. See [Run a Reconciliation Report](#) or [Define a Schedule Action](#).

If you run the Reconciliation report on a schedule, you may also need to schedule the export of the sales terminal data file on the sales terminal side. (The export of the sales terminal file should precede the scheduled Reconciliation report.)

Reconciliation Report

- For help understanding this report, see [Reconciliation Report](#).

PLU Recipes

Why do I need a PLU recipe?

You only need to create PLU recipes if you want to run a Reconciliation report AND your sales terminal uses PLUs you can't define in Infinity without a PLU recipe.

PLU Recipe Examples

Shared PLUs: Infinity may use the same PLU for multiple sales terminal PLUs. For example, if you've assigned names such as "Well", "Call", "Premium", etc. to your All-Bottle codes in Infinity, each Well drink (of the same size and price level) has the same PLU in Infinity. However, your sales terminal may use separate PLUs for each brand of All-Bottle Well liquor. You need to create a different PLU recipe for each Well brand that defines the PLU used for that brand by the sales terminal and specifies "Well" as the ingredient.

TAP 1 cocktails, All-Bottle cocktails and cross-cocktails: These are multiple ingredient drinks that cannot be defined or poured as such by Infinity. (Cross-cocktails combine ingredients from All-Bottle-7 and Laser dispensers. All brands for a cross-cocktail must appear on the same ECU.) For example, you may have a PLU for a "Black & Tan" beer cocktail at the sales terminal (two beers poured in a single glass), but you can't define beer cocktails in Infinity. So you create a PLU recipe in Infinity for "Black & Tan" that defines the PLU used by the sales terminal and specifies the portion amounts of the ingredients in the drink. You haven't created a new cocktail for Infinity to pour, you've just told Infinity which brands (and how much of each) to include in the Reconciliation report.

How do I create a PLU recipe?

You create a PLU recipe the same way you create a cocktail recipe. You then list the recipe on a PLU Recipe tab for the ECU. For step-by-step instructions, see [Create and Assign a PLU Recipe](#).

What is the difference between a PLU recipe and a Cocktail recipe?

A cocktail recipe is sent to the ECU and used to pour cocktails. PLU recipes are never sent to the ECU and are never used to pour drinks. Cocktail recipe names appear on system reports. PLU recipe names never appear on Infinity reports.

How many PLU recipes can I assign to an ECU?

The default number of PLU recipes that can be assigned to an ECU is 50. If you assign 50, the number available becomes 100 (for all ECUs). The number continues to increase as you need it depending on your system's capacity to process and store the recipes. The maximum per ECU is 2000.

What is a PLU recipe?

- ▶ A PLU recipe's sole purpose is to compute volume or sales on a [Reconciliation](#) report.
- ▶ A PLU "recipe" defines the PLU of a product recognized by the sales terminal and translates it into brands and portions understood by **Infinity**.
- ▶ **Infinity** doesn't use a PLU recipe to pour the product.
- ▶ PLU recipes are never sent to the ECUs.

How is a PLU recipe used?

When you run a Reconciliation report, Infinity uses the PLU recipes you've entered and assigned to compare the volume rung at the sales terminal with the volume monitored by Infinity.

- 1. It is important to accurately fill in the ingredient portions and prices since they will be used in some calculations.*
- 2. The difference between the volume or sales rung at the sales terminal and the volume or sales computed by Infinity is shown on the report.*
- 3. The names of Infinity brands are shown on the report. The names of any PLU recipes you've created do not appear in the report, but the volume of the brands poured in those PLU recipes will be included in the total volume listed for the brands.*

Create and Assign a PLU Recipe

To create a PLU recipe:

1. Pull down the **Pouring** menu and click **Prices and Portions...**
2. Select Cocktail as the **Product Type** and click **New Brand...**
3. Type in the **New Name** of your [PLU recipe](#) and click **OK**.
4. If prompted, select the **Category** of prices and portions you want to create and click **OK**.
Select the category of prices/portions used by the brands in the PLU recipe. Select <All> if you want to create a PLU recipe with this name for all your categories.
5. Click **Modify...** when you see your new PLU recipe name display on the **Prices and Portions Setup** screen.
6. On the **Define** tab, select a brand in the **Brand List** that is an ingredient in the PLU recipe and click **<Replace** (or drag and drop the brand to the list).
7. Repeat step 6 for the remaining brands in the PLU recipe.
8. Click a **Price Level** tab.
9. Type the correct **Portion** for each Ingredient Name.
You're specifying the amount of each ingredient in the PLU recipe so the Reconciliation report can determine the correct volume for each brand.
10. Type the [Ingredient Portion Price](#) for each Ingredient Name or click [Calculate Portion Prices...](#).
It is important to accurately fill in the ingredient portion prices since they will be used in some calculations.
11. Type the [Cocktail Price](#) for the displayed price level.
This is the total price of the PLU recipe and is also used in some calculations.
12. Type the correct PLU for the displayed price level.
Get the correct PLU from the sales terminal.
13. Repeat steps 8-12 for each **Price Level** tab.
14. Click **OK** to save your entries on all tabs.
15. Repeat steps 2-14 for each PLU recipe you need to create.
16. Click **Close** to exit the Prices and Portions Setup screen.

To assign a PLU recipe:

- You should [assign the brand\(s\)](#) in your PLU recipe before assigning the PLU recipe.*
1. Pull down the **Pouring** menu and click **Assign Cocktails...**
 2. Select the **Equipment Name** and click **OK**.
You'll see the list of all hardware stations (ECUs) and dispensers capable of pouring cocktails. Select an ECU where you pour the PLU recipe.
 3. Click the **PLU Recipe** tab.
 4. Select a PLU recipe you pour at this ECU from the **Cocktail List**.
 5. Click **<Assign** (or drag and drop the selected recipe in place).
*The numbers in the **Recipe** column on the **Prices & Portions** list do not correspond to any dispensers.*
 6. Repeat steps 4-5 for each PLU recipe at this ECU.
The order in which the PLU recipes are listed has no significance. You just want to include all the PLU recipes poured at this ECU.
 7. Click **OK** to save cocktail and PLU recipe assignments on all tabs.
*If any ingredients are missing, a prompt reminds you. Click **Continue** to proceed. The **Modify Brand Assignments** screen displays so you can assign the ingredients and then go back to saving the cocktail and PLU recipe assignments.*

Create a PLU Recipe

- For further information about PLU recipes and how they're used in the Reconciliation report, see [PLU Recipes](#) and [Reconciliation Report](#).

8. Select a communication option and click **Continue....**

These options are provided so you can wait to send the cocktail and PLU recipe assignments later, when you have other changes to send to the equipment at the same time. Wait while the changes are broadcast to the equipment, if you've selected to send changes.

9. Click **OK** to the message about saved changes.
10. Repeat steps 2-9 for another ECU.

Run a Reconciliation report

To run a Reconciliation report:

1. Pull down the **Reports** menu. Click **Advanced Reports...**
2. Select **Reconciliation Report**.
3. Select the **Equipment Name** for which you want to run the report.
If you've set up any [groups](#) or [sales stations](#), they appear in the list. Otherwise, select a hardware station.
4. Set [Report Data](#) and [Brand Name Sort](#) on the **General** and **Selections** tabs if you want to change options for this report only.
5. Click **View** to run the report and view it on the screen.

OR

Click **Print** to run the report and send it to the printer without viewing.

Wait while the report is run. The time it takes to run the report is determined by the amount of sales activity and the number of ECUs in the station or group. Never turn off or restart your computer while the report is running or sales data may be lost.

If you selected Print, the report is sent to the default printer, or if you selected View, the report displays on the screen. See [View, Print, Save Reports](#).

6. Click **Close** to exit the Reports screen.

Reconciliation Report

- Before you run this report, be sure you've performed all the steps outlined in [Set up the Reconciliation Report](#).

Custom Reports

To find custom reports:

1. Pull down the **Reports** menu and click **Custom Reports...**

To create a new custom report:

See [New Custom Report](#)

To run a custom report:

1. Select the **Report** from the drop-down list.
2. Click **View....**
Wait for the report to display in the View screen. See [View, Print, Save Reports](#)

OR

1. Run a custom report as any other report. See [Run Advanced Reports](#)

To copy a custom report:

1. Select the **Report** you want to copy.
2. Click **Show All Options**.
3. Click **Copy....**
4. Type the **New Name** you want to give the copy.
5. Click **Yes** to confirm.
There are now two custom reports with the same settings. Select the one with the new name and click Modify... to make changes to the report settings.

To modify a custom report:

See [Modify Custom Report](#)

To rename a custom report:

1. Select the **Report** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename....**
4. Type a unique **New Name** and click **OK** to save it.

To delete a custom report:

1. Select the **Report** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
The custom report is deleted from the list.

To open or delete a custom report output file (.rdf):

See [Open or Delete Report Files](#)

Custom Reports

- ▶ You can create your own custom reports by selecting an existing report to base your report on, customizing the options for the report and giving your report a new name.
- ▶ This is especially helpful if there are several report options you change each time you run a certain report. You can set those options once, save the report with its own name and never have to set the options again.
- ▶ You can run any custom report you've created from the Custom Reports screen by clicking the View... button, or using the [Advanced Reports](#) screen or by including the report in a schedule.
- ▶ For a description of each report see [Types of Reports](#).

New Custom Report

To create a new custom report:

1. Pull down the **Reports** menu and click **Custom Reports...**
2. Click **New....**
3. Type the **New Name** of your custom report.
It can be up to 31 characters.
4. Click **Continue....**
5. Select the name of the report you want to customize from the **Based On** list.
The list does not include other custom reports.
6. Follow the steps outlined in [Run Advanced Report](#) to set up this report.
Disregard the steps about running the report. See [Run a Column Selection Report](#), [Run a Reconciliation Report](#) or [Run a Variance Report](#) for help with customizing these reports.
7. Click **OK** to save the custom report.
The report is saved and the new name is added alphabetically to any other custom reports at the top of the report list. To run the report now, select it on the Custom Reports screen and click View.... You can also run the report from the [Reports](#) screen or [include it in a schedule](#).

New Custom Report

- ▶ When you create a custom report, you select an Infinity report and save specific options for the report under a new name of your choice.
- ▶ This makes it quicker and easier to run your favorite reports.

Modify Custom Report

To modify a custom report:

1. Pull down the **Reports** menu and click **Custom Reports...**
2. Click **Modify....**
3. Make any modifications to the **Based On** report.
4. Make any modifications to other report settings. See [Run Advanced Report](#).
Disregard the steps about running the report. See [Run a Column Selection Report](#), [Run a Reconciliation Report](#) or [Run a Variance Report](#) for help with customizing these reports.
5. Click **OK** to save changes to the custom report.

Modify Custom Report

- ▶ You can make changes to any custom export you've created.
- ▶ If you want to change the name of a custom report, see [Custom Reports](#).

Types of Reports

Current Reports

[Current Sales Totals/Clear Sales \(Z\) Report](#)

[Sales Totals \(X1\) Report](#)

[Sales By Price Levels \(X2\)](#)

[Detailed Sales \(X3\) Report](#)

[Hourly Sales \(X4\) Report](#)

Advanced Reports

[Sales Summary Report](#)

[Usage Report](#)

[Retail Usage Report](#)

[Price Level Changes Report](#)

[Price Portion Report](#)

[PLU Report](#)

[Cost Per Unit Report](#)

[Configuration Report](#)

[Variance Report](#)

[Reconciliation Report](#)

[Container Stock Report](#)

[Cost Analysis Report](#)

[Brand Information Report](#)

[Column Selection Report](#)

[Laser Guide](#)

[Power And Interface Log](#)

[Laser Guide](#)

[DN Pours](#)

Schedule Reports

[Schedule Log](#)

[Error Log](#)

Brand Information Report

To understand the report:

Brand Name

The name of each brand in your brand list.

Count

The number of containers of the brand in stock.

Container

The type of container used for the brand.

Container Cost

The cost you pay for each container of the brand (entered in Brand List Setup).

Container Value

The retail value of each container of the brand (derived from the retail price per volume unit).

Supplier

The name of the supplier of the brand.

Type of Data

The data in Inventory reports reflects the results of the most recent Inventory Check. The computer does not communicate with the selected ECU(s) because all the data comes from the computer's database.

Warnings

You may see one or more messages at the end of the report. These messages help you see how your brands are set up and whether you need to make some changes.

The messages include: the number of brands without suppliers (these are not part of inventory), the number of brands with an invalid stock count, the number of brands with an invalid order point/par stock, the number of brands with an invalid order quantity, and the number of brands not assigned.

Brand Information

- ▶ Use this report to see the brand setup and ordering information you've entered at the computer.
- ▶ This is an Inventory report. To run the report, see [Inventory Reports](#).

Column Selection Report

To understand the report:

If you run the report using **Sales** column items, you can select any of the following columns:

[Archive Date](#), Brand Name, [Canceled Drinks/Pours](#), [Canceled Sales](#), [Canceled Volume](#), [Comp Drinks/Pours](#), [Comp Sales](#), [Comp Volume](#), [Composite Drinks/Pours](#), [Container](#), [Container Cost](#), [Container Volume](#), Current Time, [Descriptor](#), [Device Name](#), [Full Drinks/Pours](#), [Hardware Station](#), [Other Drinks/Pours](#), [Other Volume](#), [Pct. Total Drinks/Pours](#), [Pct. Total Sales](#), [Pct. Total Volume](#), [PLU](#), [POS ID](#), [Pour Date](#), [Pour Day of Week](#), [Pour Event](#), [Pour Shift](#), [Pour Type](#), [Pour Usage](#), [Price Level](#), [Product Code](#), [Product Type](#), [Retail Price per units](#), [Sales](#), [Size](#), [Sold Drinks/Pours](#), [Sold Volume](#), [Pour Time](#), [Total Stock](#), [Volume](#)

If you run the report using **Usage** column items, you can select any of the **Sales** column items (with the exception of PLU and Size). In addition, you can select any of the following columns:

[Cost per Unit](#), [Margin](#), [Potential Pouring Cost](#), [Sales per Volume](#), [Status](#), [Supplier](#), [Volume Cost](#)

Column Selection

- ▶ You select which column items appear on this report. For help with running this report see [run a Column Selection Report](#).
- ▶ Run this report selecting either [Sales or Usage](#) column items or combine the two by selecting Usage + Cocktails.
- ▶ You must enable the Enterprise edition of Infinity to run this report.

Configuration Report

To understand the report:

Hardware Station is the hardware station for this section of the report.

Network Name is the name of the hardware station's network.

ECU Num. is the number assigned to the ECU.

EPROM Version is the version number of the EPROM in the ECU.

Disp Num is the number of the ECU dispenser

Disp Type is the type of dispenser: Laser-6, Laser-12, Laser-16, All-Bottle-7, All-Bottle-15, All-Bottle ID or Tap.

Enable/Disable is the current state of the dispenser--specifying whether it is enabled for pouring or disabled.

Prc Lvl is the price level currently set at the ECU.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

To run this report the computer must communicate with the selected ECU (s). This report can only be run as a **Current** report.

Configuration

- ▶ The configuration report shows the physical configuration and current 'Enable and Price Level' status of all equipment in the selected station or group.
- ▶ Information is sorted by hardware station name, network, etc.
- ▶ For help with running the report see [Run Advanced Reports](#).

Container Stock Report

To understand the report:

Brand Name

The name of each brand in your brand list.

Count

The number of containers of the brand in stock.

Container

The type of container used for the brand.

Container Cost

The cost you pay for each container of the brand (entered in [Brand List Setup](#)).

Container Value

The retail value of each container of the brand (derived from the retail price per volume unit).

Supplier

The name of the supplier of the brand.

Type of Data

The data in Inventory reports reflects the results of the most recent Inventory Check. The computer does not communicate with the selected ECU(s) because all the data comes from the computer's database.

Warnings

You may see one or more messages at the end of the report. These messages help you see how your brands are set up and whether you need to make some changes.

The messages include: the number of brands without suppliers (these are not part of inventory), the number of brands with an invalid stock count, the number of brands with an invalid order point/par stock, the number of brands with an invalid order quantity, and the number of brands not assigned.

Container Stock

- ▶ This report shows the stock status of all brands included in Inventory.
- ▶ The information in the report is based on the most recent [Inventory Check](#).
- ▶ For help running the report see [Inventory Reports](#).

Cost Analysis Report

To understand the report:

Brand Name

The name of each brand included in Inventory.

Poured

The number of containers of the brand poured in the time between the two most recent Inventory Checks.

Container

The container type assigned to the brand.

Containers Lost

The number of containers of the brand unaccounted for in the time between the two most recent Inventory Checks. (This number is only available if you perform a physical inventory and enter the current stock amount when you run the Inventory Check.)

Lost Value

The retail value of the containers of the brand that are unaccounted for.

Type of Data

The data in Inventory reports reflects the results of the most recent Inventory Check. The computer does not communicate with the selected ECU(s) because all the data comes from the computer's database.

Cost Analysis

- ▶ This report shows volume poured and volume lost for each brand.
- ▶ The lost volume data is only available if you've entered container amounts from your physical inventory.
- ▶ The information in the report is based on the most recent [Inventory Check](#).
- ▶ For help running the report see [Inventory Reports](#).

Cost Per Unit Report

To understand the report:

Brand Name

The name of each brand included in the report.

[Cost Per Unit](#)

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

This report can only be run as a **Current** report. The computer does not communicate with the selected ECU(s) because all the data comes from the computer's database.

Cost Per Unit

- ▶ This report shows each **Brand Name** in your brand list with its cost per volume unit.
- ▶ This report only shows cost information if you enter a cost when setting up the brand
OR
- ▶ If you select Calculate Container Cost as an Inventory option.
- ▶ The unit is the unit of measure for your system.
- ▶ For help with running the report see [Run Advanced Reports](#).

Current Sales Totals/Clear Sales (Z) Report

To understand the report:

Clear Sales

This report shows the number of [Sold Drinks](#) and the [Sales](#) for the selected station or group as well as the sales percentage that each hardware station contributes to the report. (The numbers in the **Pct. Total Sales** column should total 100%.)

The report also shows the total number of [Comp Drinks](#) and [Comp Sales](#), as well as [Canceled Drinks](#) and [Canceled Sales](#). These complimentary and canceled totals are not included in the **Sold Drinks** and **Sales** totals in the first two columns.

Archive Number

Archive Num (formerly Z number) is the number of times a [Clear Sales](#) report has been run at the hardware station including this time.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

To run this report the computer must communicate with the selected ECU (s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

Important Considerations

You may see a message on this report indicating the ECU's archive number is different from the PC's archive number:

- ▶ This message appears whenever there is an archive number mismatch to indicate the potential of lost sales data since the last time the ECU's sales were cleared.
- ▶ This message is normal for every ECU the very first time its sales are cleared (ECU Archive Number = 0, Computer's Archive Number = 1).
- ▶ The message may also be due to performing a Restore Memory at the ECU. The first time you clear sales at an ECU after performing a Restore Memory, this report will always show 0 as the archive number so that it's clear that the ECU has been reset since the last time its sales were cleared.
- ▶ If there is a mismatch in the archive number, the number in the ECU will be set to match the computer's archive number, in order to re-synch the ECU and the computer and eliminate the mismatch message on subsequent reports.

Clear Sales (Z)

- ▶ When you archive and clear sales, Infinity generates a Current Sales Totals/Clear Sales report showing data for the selected station or group.
- ▶ If you run this report on the Master Group, you'll only see combined totals for the entire group.
- ▶ The sales data is also sent to the computer to be stored in [archive records](#).
- ▶ Only run this report when you want to set all totals at the ECU to zero.
- ▶ For help with running the report see [Archive and Clear Sales \(Z\)](#).

Dispenser Network Pours Report

To understand the report:

Dispenser Network Pours

This report show the counts stored by a TAP 2 dispenser. You will typically only use this report if directed to do so by Berg personnel.

Dispenser Network Pours

- Go to **Diagnostics | Debug Mode** to be able to see this report in the [Advanced Reports](#) list.

Detailed Sales (X3) Report

To understand the report:

Detailed Sales

This report shows the number of of [Sold Drinks](#), [Sales](#) and [Sold Volume](#) for every portion **Size** of each **Brand Name** at each **Price Level** of the selected station or group.

The total **Sold Drinks** and **Sales** for the **Brand** at each price level are computed along with the total number of [Complimentary](#) and [Canceled](#) drinks and the total sales value of these drinks. These complimentary and canceled totals are not included in the **Sold Drinks** and **Sales** totals for the brand. The [Sales/Drink Volume](#) is given for each brand at each price level.

The total **Sold Drinks** and **Sales** for each price level are shown with the **Complimentary** and **Canceled Drinks** and **Sales** value for each price level.

The end of the report shows the totals for all price levels.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report the computer uses the sales data stored at the computer the last time you cleared sales at the ECU.

You can only run this report as a **Weekly**, **Monthly** or **Date Range** report if you selected **Detailed Info** under **Quantity of Stored Data** on the [Data Storage and Display Options](#) screen.

TAP 1 Manual Drinks

Any manual pours from a TAP 1 ECU are displayed on this report separately from regular pours and labeled "Manual". Any manual pours are included in the brand subtotal for both **Drinks** and **Sales**. The portion size number and associated price assigned to a manual pour is the portion size closest to the actual volume poured.

Detailed Sales (X3)

- ▶ This is the most detailed sales report provided by Infinity.
- ▶ In addition to listing sales by brands and price levels, it shows sales for each portion size.
- ▶ For help with running the report see [Run a Current Sales Report](#) or [Run an Advanced Report](#).

Hourly Sales (X4) Report

To understand the report:

Hourly Sales

This report shows data for the past 48 hours at the station or group. The type of data reported is determined by your selection in [Data Storage and Display Options](#). The default data is [Sold Drinks](#) and [Sales](#) as well as the **Percent of Total Sales** that each hour contributes to the report. The numbers in the final column should total 100%. Hours with no sales activity at the station or group are not listed on the report. (For 1544 Infinity ECUs, sales data is listed for the past 48 hours that had any sales activity.)

For each hour listed in the report the **Day of Month**, **Starting Hour** and **Ending Hour** are shown.

Shifts

If you defined the hours of your shifts when you selected [Report Options](#), all sales from an entire shift are reported on one line in the report (rather than sales being reported for each hour).

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

To run this report the computer must communicate with the selected ECU (s). The data reported on is determined by which **Clear/Don't Clear** option you selected on the [Data Storage and Display Options](#) screen. (**Clear** clears all hourly sales data each time you clear sales. **Don't Clear** leaves hourly sales data intact when you clear sales.) This report can only be run as a **Current** report.

Hourly Sales (X4)

- ▶ The hourly sales report is a summary of sales for the past 48 hours of sales activity at the selected station or group.
- ▶ This report is only run as a current report because it uses data stored in the ECUs. (The data is stored separately from the sales data used for most other reports.)
- ▶ For help with running the report see see [Run a Current Sales Report](#) or [Run an Advanced Report](#).

Laser Guide Report

To understand the report:

Button Assignments

A pictorial representation of the gun is shown with the button number or code, brand name and the typical portions for that brand. After selecting this report, you will be prompted for the laser button codes. Laser button codes are stickers that are optionally placed on the laser buttons. This is easier for some people than using the numbered buttons.

Cocktails

The assigned cocktails are listed alphabetically followed by the sequence of button pushes required to pour that cocktail. The button pushes assume that you are not in cocktail mode when you start to pour the cocktail.

All Bottle Portions

Finally, the typical portion sizes for the all-bottle brands are listed. There is no detail for individual brands.

Type of Data

This report can only be run as a **Current** report. However, the computer does not communicate with the selected ECU(s) because all the data comes from the computer's database.

Type of Equipment

This report can only be run against hardware stations that include laser guns.

Laser Guide

- ▶ The Laser Guide lists the brands and cocktails that are assigned to each button on the laser gun.
- ▶ The guide is suitable for placing in the bar area as a reminder for bartenders.
- ▶ You will see a separate page for a second laser gun unless it has the same assignments as the first laser.
- ▶ For help with running the report, see [Run a Laser Guide Report](#).

PLU Report

To understand the report:

PLU

This report lists the **PLU** for every brand in the selected station or group and shows the **Brand Name**, price/portion **Category Name**, **Price Level** and portion **Size** assigned to the PLU.

Printed On

The **Time** and **Date** on the report are the time and date the report was run.

Type of Data

This report can only be run as a **Current** report. However, the computer does not communicate with the selected ECU(s) because all the data comes from the computer's database.

PLU Report

- ▶ The PLU report lists the PLUs that are assigned to each brand in the selected station or group.
- ▶ For help with running the report see [Run an Advanced Report](#).

Power and Interface Log

To understand the report:

Hardware Station

The name of the hardware station reporting.

Date

The date of the event.

Time

The time of the event.

Event

Indicates the event that was logged. Depending on the ECU, events logged may include power loss and power on, clear and restore memory, enter/exit Free Pour, Interface disabled and enabled, POS override switch on and off, and changing between Pour without Release and Wait for Release.

Error conditions will also be listed here, including the hardware stations that do not record power losses or Interface state changes.

Printed On

The **Time** and **Date** on the report are the time and date the report was run.

Type of Data

This report can only be run as a **Current** report.

Power & Interface Log

- ▶ This report lists the most recent times a unit has lost power or had a state change concerning its sales terminal Interface.
- ▶ Not all ECU types or versions support this report.
- ▶ For help with running the report see [Run an Advanced Report](#).

Price Portion Report

To understand the report:

Product Assignments

The first assignment section is only shown if you select **Show Product Assignments** (when you run the report). Alternatively, select **Show All** to show all price tables regardless of whether they are assigned. When using Show All, you will not be allowed to select a station or group and no assignments will be displayed in the report. You may select a product type if you wish.

For every dispenser (Laser, All-Bottle, Tap) at the selected station/group this report shows:

Brand Name

The brand or cocktail assigned to the button, coded pourer or tap.

Category Name

The name of the category of the brand or cocktail's prices and portions.

Delay/Timer

The delay value of an All-Bottle or Laser dispenser or the flow rate of a TAP 1 dispenser.

Calibration/Meter

Either the calibration value of an All-Bottle or Laser dispenser or the meter count of a TAP 1 dispenser.

Price Portion Tables

The report then lists the Price Portion Tables for each brand or cocktail.

Prc Lvl

The price level (A, B, C, D).

Size

The portion size (up to 1-8, depending on product type)

Ptn.

The portion amount (listed in the [unit of measure](#) for your system).

Ptn. Price

The price of the portion size.

PLU

Product Assignments

Printed On

The **Time** and **Date** on the report are the time and date the report was run.

Type of Data

This report can only be run as a **Current** report. The computer does not communicate with the selected ECU(s) because all the data comes from the computer's database.

Price Portion

- ▶ The price portion report lists the prices, portions and PLUs for brands and cocktails.
- ▶ There are two forms of this report:
 - ▶ **Show Product Assignments** lists the brands assigned to each dispenser in the selected station or group followed by the prices and portions for each assigned brand (and any cocktails that have been assigned).
 - ▶ **Show All** lists the price portion tables of all brands and shows these regardless of whether a brand is assigned anywhere.
- ▶ If you select **Show All**, you can also select the product type if you only want one type of product to be on the report.
- ▶ To select which form of this report to run, simply click **Show Product Assignments** or **Show All** (after selecting the Price Portion report in the Reports list).
- ▶ For help with running the report see [Run an Advanced Report](#).

Price Level Changes Report

To understand the report:

Price Level Changes

This report shows the **Date**, **Time**, **Old Price Level**, and **New Price Level** for each price level change at each ECU in the selected station or group. The 19 most recent price level changes are listed.

Price level changes are not cleared when you run an Archive and Clear Sales (Z) report.

Calibration Mode/Portion Changes

This report also shows all operations which may have affected portions. These changes include calibration, price portion changes and learn mode. Changes across the entire system are shown for the last 14 days.

Switch Category

This report shows the **Date**, **Time**, **Old Category**, and **New Category** for each price/portion category switch at each ECU in the selected station or group.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

To run this report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s). This report can only be run as a **Current** report.

Price Level Changes

- ▶ This report shows the date and time of price level changes at the selected station or group.
- ▶ It lists the original and new price level for each change.
- ▶ For help with running the report see [Run an Advanced Report](#).

Reconciliation Report

To understand the report:

Reconciliation

The Reconciliation report lists Infinity brands (no cocktails), shows any difference in the sales terminal's sales or implied volume and Infinity's sales or monitored volume and computes any variance.

If you choose to compare by Volume, this report displays the [Sold Pour Volume](#), [Collected Volume](#), [Variance](#) and [Percent Collected Volume](#) and [Lost Retail Value](#) for each **Brand Name** in the selected station or group. See [Reconciliation Example by Volume](#).

If you choose to compare by Sales, this report displays the [Pour Sales](#), [Collected Sales](#), [Variance](#) and the [Percent Collected Sales](#) for each **Brand Name** in the selected station or group. See [Reconciliation Example by Sales](#).

The end of the report shows the **Totals** of all columns for all brands in the station or group.

Printed On

The **Time** and **Date** on the report are the time and date the report was run and not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report, the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report, the computer uses the sales data stored at the computer the last time you cleared sales at the ECU.

To run this report as a **Weekly, Monthly** or **Date Range** report, the computer uses archive data stored at the computer. The data reported on is determined by the number of times you cleared sales at the ECU during the specified time.

Reconciliation

- ▶ The sales data generated by Infinity can be compared with sales data from a sales terminal using the [Variance](#) or Reconciliation reports. (This is an alternative to using the Interface feature.)
- ▶ The Reconciliation report helps determine if brands are being poured and not accounted for at the sales terminal.
- ▶ The Reconciliation report starts with PLU information (exported from a sales terminal) and compares that data. See [Compare by Volume](#) and [Compare by Sales](#).
- ▶ This report requires previous setup tasks (entering PLUs, entering a price per unit, defining a sales terminal data file), but does not require input when you run the report. See [Set up the Reconciliation report](#).
- ▶ Each time you run a Reconciliation report, a current [sales terminal data file](#) must be present at the computer and available for Infinity.
- ▶ Once you're ready, you can run the report the same way you run any other advanced report. See [Run a Reconciliation report](#).

Reconciliation Example by Volume

Compare by Volume

This method starts with a usage report on the Infinity side – cocktails names are not listed. A count column must be present in the Sales Terminal Data File (STDF - the export file from the POS) giving the number of times each PLU was rung up. The brand name, sold volume poured at Berg equipment and volume corresponding to number of ring ups are listed on the report. The variance and percentage is shown. In addition, the Lost retail value is calculated by multiplying the variance times the retail price per unit.

For each line in the STDF, the PLU is matched up – there will be a volume recorded on the Infinity side from the usage report. Then the brand table or cocktail recipe is used to calculate the volume associated with that number of pours for each brand. Remember that will be no cocktails listed on this type of report.

Here is an example using a single price level. Absolut and Rumpleminz are on the All-Bottle ID and Vodka is on a Laser.

Brands: Vodka .5 ounce = \$1/PLU=100, 1.0 ounce = \$2/PLU=101

Absolut: .5 ounce=\$1.50/PLU=200, 1.0 ounce=\$3/PLU=201

Rumpleminz: .5 ounce=\$1.50/PLU=300, 1.0 ounce=\$3/PLU=301

Cocktails: Screwdriver: \$2.50/PLU=1000. 1 oz of Vodka at \$2

Absolut Madness: \$4.50/PLU=2000. 1 oz of Absolut at \$3 and 0.5 ounce of Rumpleminz at \$1.50

We pour 5 shots of vodka, 2 shots of Absolut, 3 screwdrivers and 2 Absolut madness.

The usage report is:

Vodka: 8 oz.

Absolut: 4 oz.

Rumpleminz: 1 oz.

Let's say we "forgot" to ring up one of the vodka shots. The export file now has a count column as column number 3 and looks like:

Vodka, 101, 4 (5 poured but only 4 rung up)

Abs., 201, 2

Screwdrivr, 1000, 3

Madness, 2000, 2

Potato Chips, 9023, 1

Let's go through each line of the STDF. We list Berg side first and then the POS side.

PLU 101 is a regular Vodka which is 1 ounce. 4 times 1 is 4 ounces and we have Vodka, 8 oz 4 oz.

PLU 202 is a regular Absolut at 1 ounce each so we have 2 oz and the line so far is Absolut 4 oz 2oz.

PLU 1000 is a Screwdriver. There are 3 of them, so we have an additional 3 ounce of vodka so our line is vodka 8 oz 7 oz.

Then we have 2 rings of PLU 2000 which means 2 oz of Absolut and 1 oz of Rumpleminz. So these lines become Absolut 4 oz 4 oz Rumpleminz 1 oz 1 oz.

The final line is a PLU (9023) not used by Infinity and is ignored.

The final report is:

Vodka 8 oz 7 oz

Absolut 4 oz 4 oz

Rumpleminz 1 oz 1 oz

If you gave a retail price per ounce of \$2 then the Lost Retail Value for vodka will show as \$2.00.

Reconciliation Example by Sales

Compare by Sales

A sales column must be present in the Sales Data Terminal File (STDF - the export file from the POS). It should use the same price format as Infinity. e.g. 100.00 for one hundred dollars.

This method starts with a sales summary report on the Infinity side. Note that complimentary pours and cancels are not included. For each type of brand or cocktail poured, the Infinity Pour Sales is listed as well as the Collected Sales from the Sales Column in the STDF. The difference is shown in the Variance column as well as the percentage of Collected Sales divided by Pour Sales.

For each line in the STDF, the PLU is read and matched against the PLUs assigned to the ECUs in the Station or Group. If the PLU is a brand PLU or a Laser cocktail PLU, the sales are simply slotted to appear on the line in the report. If the PLU corresponds to a PLU recipe, then the following calculations occur. The number of recipes poured is calculated by dividing the POS sales by the price of the recipe in the Infinity definition. Then the sales recorded by Infinity for each ingredient is examined to determine if there are enough sales to account for the number of recipes rung up. This uses the ingredient prices in the Infinity definition. The maximum number of recipes possible is determined and recorded on the Infinity side. The sales amount used for the ingredient in the recipe is subtracted from the brand row.

Here is an example using a single price level. Absolut and Rumpleminz are on the All-Bottle ID and Vodka is on a laser.

Brands: Vodka .5 ounce = \$1/PLU=100, 1.0 ounce = \$2/PLU=101

Absolut: .5 ounce=\$1.50/PLU=200, 1.0 ounce=\$3/PLU=201

Rumpleminz: .5 ounce=\$1.50/PLU=300, 1.0 ounce=\$3/PLU=301

Cocktails: Screwdriver: \$2.50/PLU=1000. 1 oz of Vodka at \$2

Absolut Madness: \$4.50/PLU=2000. 1 oz of Absolut at \$3 and 0.5 ounce of Rumpleminz at \$1.50

We pour 5 shots of vodka, 2 shots of Absolut, 3 screwdrivers and 2 Absolut madness.

The Infinity Sales summary report looks like:

Vodka: \$10.00

Absolut: \$12.00

Rumpleminz: \$3.00

Screwdriver: \$7.50

(remember Abs. Madness is PLU cocktail and therefore cannot appear on an Infinity sales report)

The STDF will have a PLU column of 2 and sales column of 3 and looks like:

Vodka,101,10.00

Abs.,201,6.00

Screwdrivr,1000,7.50

Madness,2000,9.00

Note since the brand name column is not used, it is not necessary that the names match – this column does not even need to be present.

We then process the STDF line by line to produce the reconciliation report. (We will Show Infinity sales followed by POS sales for each line.)

PLU 101 matches with Vodka, so we have Vodka: \$10.00 \$10.00.

PLU 201 matches with Absolut, and we have Absolut: \$12.00 \$6.00.

1000 is a screwdriver which is a cocktail known by Infinity so we have Screwdriver \$7.50 \$7.50 (Note we do not use the ingredient price).

PLU 2000 is the PLU recipe Absolut madness. \$9 divided by \$4.50 is 2 cocktails.

Using the recipes, we see that Ingredient one is Absolut which requires \$6 for two pours; ingredient two is Rumpleminz which requires \$3 for 2 cocktails. Both of these dollar amounts are covered by the Infinity side so we record 2 Absolut madness in the report:

Abs. Madness \$9.00 \$9.00.

In addition, we now remove the ingredient dollars: \$6 for Absolut and \$3 for Rumpleminz. Absolut now has \$6 on the Infinity side and Rumpleminz has \$0.

Our final report looks like:

Vodka \$10.00 \$10.00

Absolut \$6.00 \$6.00

Rumpleminz \$0.00 \$0.00

Screwdriver: \$7.50 \$7.50

Absolut Madness \$9.00 \$9.00

Retail Usage Report

To understand the report:

Retail Usage

This report shows the [Retail Price Per Unit](#), [Pour Volume](#) and [Pour Value](#) for each **Brand**. This report does not distinguish types of pours or number of pours. It does not show any actual sales data--only the retail value of the volume poured if the unit price is collected for each volume unit poured.

The end of the report shows the total **Pour Volume** poured and the total **Pour Value** for all brands in the station or group.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report the computer uses the sales data stored at the computer the last time you cleared sales at the ECU.

To run this report as a **Weekly**, **Monthly** or **Date Range** report the computer uses archive data stored at the computer. The data reported on is determined by the number of times you cleared sales at the ECU during the specified time.

Retail Usage

- ▶ The Retail Usage report provides the "retail value" of the volume poured for each brand in the selected station or group.
- ▶ This report does not show any actual sales data, but a projected value of the volume poured based on a retail price per volume unit.
- ▶ You must [enter a price per unit](#) for each of your brands if you want the retail value to be computed in this report.
- ▶ For help with running the report see [Run an Advanced Report](#).

Sales by Price Levels (X2) Report

To understand the report:

Current Sales By Price Levels

This report shows the number of [Sold Drinks](#), [Sales](#), and the [Pour Volume](#) for each **Brand** at each **Price Level** of the selected station(s). The drinks and sales totals do not include complimentary or canceled drinks. The final column lists the [Pour Sales/Pour Volume](#).

The total **Sold Drinks** and **Sales** for the price level are computed along with the total number of [Complimentary](#) and [Canceled](#) drinks and the total sales value of these drinks per price level.

The end of the report shows the total **Sold Drinks** and **Sales** totals for all price levels and the total **Complimentary** and **Canceled** drinks for all price levels.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report the computer uses the sales data stored at the computer the last time you cleared sales at the ECU.

To run this report as a **Weekly, Monthly** or **Date Range** report the computer uses archive data stored at the computer. The data reported on is determined by the number of times you cleared sales at the ECU during the specified time.

Sales by Price Levels (X2)

- ▶ This report shows the total sales for each brand at each price level.
- ▶ For help with running the report see [Run a Current Sales Report](#) or [Run an Advanced Report](#).

Sales Summary Report

To understand the report:

Sales Summary

This report shows the number of [Sold Drinks](#) and [Sales](#), the number of [Comp Drinks](#) and [Comp Sales](#) and the number of [Canceled Drinks](#) for every **Price Level** of each **Brand** of the selected station or group.

The end of the report shows the **Sold Drinks** and **Sales** totals for all price levels in addition to the **Comp Drinks**, **Comp Sales** and **Cancel Drinks** totals.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report the computer uses the sales data stored at the computer the last time you cleared sales at the ECU.

To run this report as a **Weekly**, **Monthly** or **Date Range** report the computer uses archive data stored at the computer. The data reported on is determined by the number of times you cleared sales at the ECU during the specified time.

Sales Summary

- ▶ The sales summary report provides a summary of sales for each brand in the selected station or group.
- ▶ For help with running the report see [Run an Advanced Report](#).

Sales Totals (X1) Report

To understand the report:

Sales Totals

This report shows the total number of [Sold Drinks](#) and total [Sales](#) for the selected station or group as well as the sales percentage that each hardware station contributes to the report. (The numbers in the **Pct. Total Sales** column should total 100%.)

The report also shows the total number of [Comp Drinks](#) and [Comp Sales](#), as well as [Canceled Drinks](#) and [Canceled Sales](#). These complimentary and canceled totals are not included in the **Sold Drinks** and **Sales** totals in the first two columns.

Archive Number

Archive Num (formerly Z number) is the number of times a Clear Sales report has been run at the hardware station. If you run this report on current sales data the archive number is not shown.

Archive Time

Archive Time is the last date a Clear Sales report was run at the hardware station. If you run this report on current sales data the archive time is not shown.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report the computer uses the sales data stored at the computer the last time you cleared sales at the ECU.

To run this report as a **Weekly**, **Monthly** or **Date Range** report the computer uses archive data stored at the computer. The data reported on is determined by the number of times you cleared sales at the ECU during the specified time.

Sales Totals (X1)

- ▶ The sales totals report provides the total sales for the selected station or group.
- ▶ Each hardware station in the group is listed separately.
- ▶ For help with running the report see [Run a Current Sales Report](#) or [Run an Advanced Report](#).

Usage Report

To understand the report:

Usage

This report shows the number of [Full Pours](#), [Pour Sales](#), [Pour Volume](#), a [Count](#) and the **Container** for each **Brand**. It also lists the [Percent Total Volume](#) that each brand contributes to the report and the brand's [potential pouring cost](#).

The end of the report shows the total **Pours**, **Sales**, and **units** for all brands in the station or group and the average potential pouring cost for all brands combined.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report the computer uses the sales data stored at the computer since the last time you cleared sales at the ECU.

To run this report as a **Weekly**, **Monthly** or **Date Range** report the computer uses archive data stored at the computer. The data reported on is determined by the number of times you cleared sales at the ECU during the specified time.

Usage

- ▶ This report provides a brand summary for the selected station or group in addition to the volume poured and potential pouring cost of each brand.
- ▶ For help with running the report see [Run an Advanced Report](#).

Variance Report

To understand the report:

Variance

This report displays the [Sales](#), [Collected Sales](#), [Variance](#) and the [Percent Collected Sales](#) for each **Brand Name** in the selected station or group.

The end of the report shows the **Totals** for **Sales**, **Collected Sales**, **Variance**, and **Pct Collected Sales** for all brands in the station or group.

Printed On

The **Time** and **Date** on the report are the time and date the report was run--not necessarily the time and date of the last hardware station activity.

Type of Data

If you run this report as a **Current** report the computer must communicate with the selected ECU(s). The data reported on is all data currently stored at the ECU(s) or in other words, all data since the last time you cleared sales at the selected ECU(s).

To run this report as a **Most Recent Archive** report the computer uses the sales data stored at the computer the last time you cleared sales at the ECU.

Variance

- ▶ The sales data generated by Infinity can be compared with sales data from a sales terminal using the Variance or [Reconciliation](#) reports. (This is an alternative to using the Interface program.)
- ▶ To run the Variance report you must enter the sales collected at the sales terminal for each brand in the report.
- ▶ The software then calculates the difference between the sales recorded at the ECU and the sales recorded at the sales terminal.
- ▶ Any difference in the two amounts is shown and also figured as a percentage. For help with running this report see How to [Run a Variance Report](#).

Export Report Data

To export report data:

1. Pull down the **Reports** menu and click **Export...**
2. Select the **Equipment Name**.
You'll see the list of all the dispensers, stations and groups you've set up.
3. Click **By Sales** or **By Usage** as the type of report.
***By Sales** means you'll see [Drink](#) information for each brand.
By Usage means you'll see [Pour](#) information for each brand.*
4. Set options on the **General** tabs for this export only.
*See [Report Data](#), [End of Day](#), [End of Week](#). Click **Show Archives...** to see a list of archive dates available for the selected equipment. If you don't change any options, the default [report options](#) set up for your system are used. If you want to load your system defaults on all tabs click **Load Default**.*
5. Set options on the **Selections** tabs for this export only.
*See [Export File Name](#), [Product Type](#). If you don't want an export file to replace an earlier one with the same default file name, you should give each export file you create a unique name. See [variable export name](#). To change the currently displayed **File Folder** and **File Name**, click **Save As...** after you've made your choices on all tabs and are ready to export (see step 8 below).*
6. If applicable, select columns on the [Columns tab](#).
Note that all report columns are not available as export columns.
7. Click **Export Options...** to view or change your default [export options](#).
8. Click **Run** to export to the folder and filename shown on the **Selections** tab.
Wait while the export file is created. The time it takes to create the file is determined by the amount of sales activity, the number of ECUs in the station or group and whether you're exporting current or archive data. Never turn off or restart your computer while the file is being created or sales data may be lost.

OR

Click **Save As...** to export to a different folder or filename.
*Select the folder to **Save in**. (The default folder is the **Program Data\Berg\Infinity** folder.) Type a **File name** for the file (see also [Variable Export Name](#)). Select the file format in the **Save as type** field. Click **Save**.
Wait while the export file is created.*

To delete an export output file:

1. Click **Delete**.
2. Select the folder to **Look in** and click the filename. Click **Open**.
The file is deleted. You can only delete export files here. To delete report files, see [Open or Delete Report Files](#).

Export

- ▶ You can export report data from Infinity [archive records](#) or current sales data in the ECUs.
- ▶ You must [enable the Enterprise](#) edition to export.
- ▶ If you've enabled the Enterprise edition, you can select which [export columns](#) to include.
- ▶ Export files can be in either text or Excel format.
- ▶ See also [Custom Exports](#).

Custom Exports

To find custom exports:

1. Pull down the **Reports** menu and click **Custom Export...**

To create a new custom export:

See [New Custom Export](#)

To run a custom export:

1. Select the **Export** from the drop-down list.
2. Click **Run**.
A message displays when the export is complete.

To copy a custom export:

1. Select the **Export** you want to copy.
2. Click **Show All Options**.
3. Click **Copy...**
4. Type the **New Name** you want to give the copy.
5. Click **Yes** to confirm.
There are now two custom exports with the same settings. Select the one with the new name and click Modify... to make changes to the export settings.

To modify a custom export:

See [Modify Custom Export](#)

To rename a custom export:

1. Select the **Export** from the drop-down list.
2. Click **Show All Options**.
3. Click **Rename...**
4. Type a unique **New Name** and click **OK** to save it.

To delete a custom export:

1. Select the **Export** from the drop-down list.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.
The custom export is deleted from the list.

Custom Exports

- ▶ A custom export gives you the chance to specify your own export parameters and save them with a unique name.
- ▶ Once you've set up a custom export, you can quickly run it without having to change any details.
- ▶ To save time creating similar custom exports, you can copy an existing custom export and save it with a new name. This gives you a starting point for the new export and leaves the existing one intact.
- ▶ You can [include a custom export in a schedule](#). To include a custom export in a schedule, you may want to use a [variable export name](#).
- ▶ You must [enable the Enterprise edition](#) to create a custom export.

New Custom Export

To create a new custom export:

1. Pull down the **Reports** menu and click **Custom Export...**
2. Click **New...**
3. Type the **New Name** of your custom export.
It can be up to 31 characters.
4. Click **Continue...**
5. Follow the steps outlined in [Export Report Data](#) to set up this export.
You can't see an Archive List for a custom export. Disregard the steps about running the export.
6. Click **Save As...** to export to a different folder or filename.
*You're changing the default folder and filename displayed on the **Selections** tab. Select the folder to **Save in**. (The default folder is the **Program Data\Berg\Infinity** folder.) Type a **File name** for the file (see also [Variable Export Name](#)). Select the file format in the **Save as type** field. Click **Save**.*
7. Click **OK** to save the custom export.
You can now [run the custom export](#) or [include it in a schedule](#).

New Custom Export

- ▶ A custom export gives you the chance to specify your own export parameters and save them with a unique name.

Modify Custom Export

To modify a custom export:

1. Select the **Export** from the drop-down list.
2. Click **Modify....**
3. Follow the steps outlined in [Export Report Data](#) to make changes to this custom export.
You can't see an Archive List for a custom export. Disregard the steps about running the export.
4. Click **Save As...** to export to a different folder or filename.
*You're changing the default folder and filename displayed on the **Selections** tab. Select the folder to **Save in**. (The default folder is the **Program Data\Berg\Infinity** folder.) Type a **File name** for the file (see also [Variable Export Name](#)). Select the file format in the **Save as type** field. Click **Save**.*
5. Click **OK** to save your changes.

Modify Custom Export

- ▶ You can make changes to any custom export you've created.
- ▶ If you want to change the name of a custom report, see [Custom Exports](#).

Backup Options

To select backup options:

1. Select **Change Serial Number** if you want to type in a different serial number for the configuration settings.
Use this option as a dealer if you are setting up for a customer site and you have a different serial number than the customer. This does not change the serial number of the existing database, only the serial number of the backup or configuration settings stored in the destination folder.
2. Then type the **Current Serial Number** and the **Destination Serial Number** and click **Continue....**
*The current [serial number](#) is the serial number of the **Infinity** program you're using. The destination serial number should match the customer's **Infinity** database.*
3. Check whether you want to use the [descriptive backup folder](#).
4. Click **Continue**.
*Click **Cancel** to exit without changing the serial number. This will also cancel the current operation.*
5. If you chose to use descriptive backup folders, you can change the folder name if you wish. Click **OK**.
6. Select the (parent) folder for the backup or store. If you chose to use descriptive backup folders, the descriptive folder will be created under the parent folder. If not, the backup or store will be placed in the folder you select during this step. Click **OK**.
7. Confirm the final location. Click **Yes**.

Backup Options

- Changing the serial number does not change the serial number of the existing database, only the serial number of the backup or configuration settings stored in the destination folder.

Store Configuration Settings

To store configuration settings:

1. Pull down the **Backups** menu. Click **Store Configuration....**
2. Click **Change Serial Number** if you want to type in a different [serial number](#) for the configuration settings. Type the **Database Serial Number** and the **Store Serial Number**.
Use this option as a dealer if you are setting up for a customer site and you have a different serial number than the customer. The Database Serial Number is the serial number of the Infinity program you're using. The Store Serial Number should match the target customer's Infinity database.
3. Click [Use descriptive backup folder](#) to have Infinity automatically create descriptive folder names to identify the backup.
The default descriptive backup folder name includes the type of backup, your business name, serial number and the date. After you click Continue, you'll have a chance to change the default descriptive backup folder name if necessary, or just click OK to accept the default descriptive name. The backup folder will be saved in the parent folder you select on the Browse for folder screen. Click Do not show this message again to remove the descriptive backup folder prompt (with your selection permanently saved).
4. Click **Continue**.
5. Insert the backup disk into the selected drive.
It's a good idea to store a copy of configuration settings on a separate CD or other disk rather than on your hard drive.
6. Select the drive letter and folder where you want to store the backup copy.
Click on the + / - icon to collapse or expand the folders. Berg recommends the destination folder be clear of all other files.
7. Click **OK**. Click Yes to confirm the store procedure.
Wait while the configuration settings are copied.
8. Remove the backup disk.
Clearly label the disk and store it in a safe place.

You should perform this task as a dealer if you are entering customer configuration settings off-site prior to installation. You can then [reload configuration settings](#) on the customer's computer. You should only reload configuration settings at an installation site that have the same serial number and software version as the customer's copy of Infinity.

Store Config Settings

- ▶ You should store configuration settings after you've performed all the setup tasks in Infinity software. This gives you a backup copy if you ever need it.
- ▶ Storing configuration settings with the correct [serial number](#) is very important.
- ▶ If you want a complete backup, including archive sales records, use [Backup Full Database](#).
- ▶ Infinity configuration settings include all configuration options you select during software installation, all equipment setup data (networks, ECUs, stations, groups), all calibration settings, all brand, price, portion and dispenser assignment data, system report options and schedules you have created (if any).
- ▶ Sales records and ordering information are not included in configuration settings.
- ▶ Perform this task whenever you enter or make changes to any configuration settings.

Reload Configuration Settings

To reload configuration settings:

1. Pull down the **Backups** menu. Click **Reload Configuration....**
2. Insert the backup disk into the selected drive.
3. Select the drive letter and folder where you've stored the backup copy.
Click on the + / - icon to collapse or expand the folders.
4. Click **OK**. Click **Yes** to confirm the reload procedure.

Wait while the configuration settings are reloaded.

5. Remove the backup disk.

As a dealer, use this procedure to load configuration settings you've entered off-site onto the customer's computer and [stored with the customer's serial number](#). If you store configuration settings on one Infinity system without changing the [serial number](#) and reload them on a different Infinity system, Infinity will not run.

If you attempt to reload configuration settings from a different version of software, an error message will prevent you from doing so.

Reload Config Settings

- ▶ Perform this task when you need to reload a copy of Infinity configuration settings to your hard drive.
- ▶ For help saving a copy of configuration settings, see [Store Configuration Settings](#).
- ▶ Reloading configuration settings replaces any existing configuration settings. These settings do not include any sales records.
- ▶ Infinity configuration settings include all configuration options you select during software installation, all equipment setup data (networks, ECUs, stations, groups), all calibration settings, all brand, price, portion and dispenser assignment data, system report options and schedules you have created (if any).

Backup Full Database

To backup the full database:

1. Pull down the **Backups** menu. Click **Store Configuration....**

2. Click **Change Serial Number** if you want to type in a different [serial number](#) for the configuration settings. Type the **Database Serial Number** and the **Store Serial Number**.

*Use this option as a dealer if you are setting up for a customer site and you have a different serial number than the customer. The **Database Serial Number** is the serial number of the Infinity program you're using. The **Store Serial Number** should match the target customer's Infinity database. Changing the serial number does not change the serial number of the existing database, only the serial number of the backup stored in the destination folder.*

3. Click [Use descriptive backup folder](#) if you want to specify a descriptive folder name for the backup.

*On the next screen, you'll see the **default** descriptive backup folder name includes the type of backup, your business name, serial number and the date OR you can enter any other descriptive name. Click **Do not show this message again** if you've selected descriptive backup folders and you always want to use them without having to check the box.*

4. Click **Continue....**

If prompted, change the default descriptive backup folder name or just click OK to accept the default descriptive name.

6. Select the drive letter and folder where you want to store the backup copy and click **OK**.

The backup folder will be saved in the parent folder you select on this screen. Click on the + / - icon to collapse or expand the folders. Berg recommends the destination folder be clear of all other files.

7. Click **Yes** to confirm the backup procedure. Insert the backup disk (if using) into the selected drive.

Wait while the files are copied to the selected destination. The files are compressed (deflated) to minimize the disk space required. If you reload the files, they will be expanded (inflated). If prompted, insert any additional backup disks into the selected drive.

8. Remove the backup disk (if using).

If you copied to disks, remove and clearly label them with the date of the backup and the number of the disk.

Backup Full Database

- ▶ When you back up the full database, you copy all configuration and setup data and any accumulated sales records and all Inventory information.
- ▶ Depending on the size of the database, a complete backup may require significant space on a hard drive or several disks.
- ▶ Perform this procedure regularly if [archive sales records](#) are essential to the management of your business.
- ▶ If you want a complete, current copy of your database you need to back it up every time you clear sales at the ECUs or make any changes to configuration and setup data.
- ▶ If you don't need archive sales records, or you use printed reports for your backup records, you don't need to perform a full database backup. See [Store Configuration Settings](#).

Restore Full Database

To restore a full database:

1. Pull down the **Backups** menu. Click **Restore Full Database....**
2. Click **Change Serial Number** if the backup database you want to restore has a different [serial number](#). Then type the **Store Serial Number** and the **Database Serial Number**.
*The **Store Serial Number** should match the serial number on the backed up database. The **Database Serial Number** is the serial number of the Infinity program you're using and its database. Click **Do not show this message again** if you never change serial numbers and don't need this step.*
3. Click **Continue....**
4. Select the folder containing the backup database and click **OK**.
5. Click **Yes** to confirm the restore procedure. Insert the backup disk if necessary.
Wait while the files are restored.
6. Insert additional backup disks and press any key as prompted.
7. Remove the last backup disk.

Restore Full Database

- ▶ You can only restore the full database if you've previously [backed up a full database](#).
- ▶ The only reason you'd ever want to restore the database from a backup is if something happens to your system database.
- ▶ Restoring a full database replaces all existing setup and sales data with the data in the backup copy.
- ▶ If your backup copy of the database is not current when you use it to restore the database, you'll lose any archive sales data and orders made since the date of the backup.
- ▶ If you attempt to restore a database from a different version of the software, an error message will prevent you from doing so.

Reload Previous Version Configuration

To reload previous version configuration settings:

1. Pull down the **Backups** menu. Point to **Reload Previous Version** and click **Configuration...**
2. Insert the backup disk into the selected drive.
3. Select the drive letter and folder where you've stored the backup copy.
Click on the + / - icon to collapse or expand the folders.
4. Click **OK**.
Be aware that restoring settings from a previous version will at least temporarily leave you in a state where Infinity won't run. Read the message to make sure your situation qualifies and you have all the required setup disks. There is no protection against making errors and you may end up with all data being lost.
5. Click **Yes** to continue.
Wait while the configuration settings are reloaded.
6. Remove the backup disk.
7. Re-install the new version of Infinity.

Reload Previous Version Configuration Settings

- ▶ Perform this task **ONLY** if it becomes necessary when upgrading to a new version of Infinity on a new computer.
- ▶ The proper way to upgrade is to move your Infinity folder to the new computer and then upgrade to the new Infinity version.
- ▶ If you didn't do this, your old database is not compatible with the new version of Infinity.
- ▶ If this is your case, perform this task to restore your previous version [configuration settings](#) or [restore the previous full database](#) on the new computer.
- ▶ After performing this task, you **MUST** re-install the new Infinity software upgrade.

Restore Previous Version Full Database

To restore previous version full database:

1. Pull down the **Backups** menu. Point to **Reload Previous Version** and click **Configuration...**
2. Insert the backup disk into the selected drive.
3. Select the drive letter and folder where you've stored the backup copy.
Click on the + / - icon to collapse or expand the folders.
4. Click **OK**.
Be aware that restoring the database from a previous version will at least temporarily leave you in a state where Infinity won't run. Read the message to make sure your situation qualifies and you have all the required setup disks. There is no protection against making errors and you may end up with all data being lost.
5. Click **Yes** to continue.
Wait while the database files are reloaded. If necessary, insert additional backup disks and press any key as prompted.
6. Remove the backup disk.
7. Re-install the new version of Infinity.

Restore Previous Version Full Database

- ▶ Perform this task **ONLY** if it becomes necessary when upgrading to a new version of Infinity on a new computer.
- ▶ The proper way to upgrade is to move your Infinity folder to the new computer and then upgrade to the new Infinity version.
- ▶ If you installed the new Infinity upgrade on the new computer before transferring your current database to the new computer, your old database is not compatible with the new version.
- ▶ If this is your case, perform this task to restore your previous version full database or you can [reload the previous version configuration settings](#) on the new computer.
- ▶ After performing this task, you **MUST** re-install the new Infinity software upgrade.

Clear Sales from the Database

To clear sales from the database:

1. [Access Configuration options.](#)
2. Click **Clear Sales**.
3. Click **Yes** to confirm the deletion of all sales records from the computer.
4. Click **OK** when you've read the clear sales completion message.
5. Click **Finish** to exit the Configuration screen.
Don't forget to remove the Infinity CD from the CD drive.

Clear Sales

- ▶ You should clear sales from the database only when you want to erase all [archive records](#) of sales from the computer's hard drive.
- ▶ You may be directed to do this by Berg personnel or you may do it at regular intervals to clear old records from the computer and make room for new ones.
- ▶ Clear sales can remove pours used for initial calibration.
- ▶ Completing this operation will limit the kinds of reports you can run.
- ▶ To automatically clear old sales records see [Data Storage and Display Options](#).
- ▶ Clearing sales from the database does not affect any configuration or setup data (e.g., prices, portions, dispenser assignments).
- ▶ You can only perform this task with your Infinity setup disk.
- ▶ Although there is a menu item for Clear Sales... in the Backups menu, it only directs you to Configuration options. You can't clear sales from the Infinity program.

Schedules

To find schedules:

1. Pull down the **Scheduling** menu and click **Schedules...**

To set up BERG.SCH:

See [About BERG.SCH](#)

To create a new schedule:

See [New Schedule](#), [Time Schedule Setup](#), [On Demand Schedule Setup](#)

To test a schedule:

See [Test a Schedule](#)

To run a schedule:

See [Run a Schedule](#) or [Run a Schedule from the Command Line](#)

To change a schedule:

See [Modify a Schedule](#)

To copy a schedule:

To save what's in BERG.SCH before copying over it, see [About BERG.SCH](#).

1. Select the **Schedule File**.
2. Click **Show All Options**.
3. Click **Copy...**
4. Select the schedule file name you want to copy to (e.g., Berg.sch) and click **OK**.
5. Click **Yes** to confirm overwriting the selected schedule.
There are now two schedules with the same set of actions.

To rename a schedule:

1. Select the **Schedule File**.
Do not rename Berg.sch.
2. Click **Show All Options**.
3. Click **Rename...**
4. Type a unique **New Name** and click **OK** to save it.

To delete a schedule:

1. Select the **Schedule File**.
You can't delete Berg.sch.
2. Click **Show All Options**.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion.

To print a schedule:

1. Select the **Schedule File**.
2. Click **Show All Options**.
3. Click **Print...**
4. Select the print options and click **OK**.

Schedules

- ▶ Schedules let you automate daily, weekly or monthly Infinity operations.
- ▶ The way you use your Infinity system determines what type of schedules work best for you.
- ▶ You may want a master schedule running constantly that handles all Infinity operations.
- ▶ Or you may want schedules that you run at specific times of the week or month.
- ▶ On an initial install, a main schedule will be created for you (BERG.SCH) that runs an Archive and Clear every hour.
- ▶ Enable/Disable and Change Price Level actions that take place entirely on **Dispenser Networks** will be controlled directly by those networks. That is, the actions are sent to the Dispenser Network and an Infinity schedule does not need to be running in order for these actions to occur. Dispenser Network actions are denoted in a schedule by bold typeface.

About BERG.SCH

What is BERG.SCH?

BERG.SCH is the name of the main **Time** schedule file. On an initial install of Infinity software, a BERG.SCH schedule is automatically set up to run an Archive and Clear every hour.

How do I change what's in BERG.SCH?

Follow the instructions to [modify a schedule](#). See [Time Schedule Setup](#) for specific instructions.

*Alternatively, if you plan to use multiple **Time** schedules, you may want to create each time schedule with a different name and then just copy it to BERG.SCH when you want to run it.*

Can I change the name of BERG.SCH?

No. To run the schedule as a **Time** schedule, it must have the name BERG.SCH.

So is BERG.SCH the only schedule I can use?

No. BERG.SCH is the only **Time** schedule you can *run*. If you want to create another **Time** schedule to be run during a special season or event, [set up the new schedule](#) with any name you choose. Then [copy that schedule](#) to BERG.SCH to run it.

You can always create and run as many **On Demand** schedules as you need. See [On Demand Schedule Setup](#).

How can I save what is currently in BERG.SCH before copying over it?

1. If you want to save your current BERG.SCH setup, first [create a new Time schedule](#) with a descriptive name (e.g., Regular.sch).

You must add at least one action to the new schedule to save it.

2. Now select BERG.SCH and [copy it](#) to the new schedule (e.g., Regular.sch) you just created.

BERG.SCH and Regular.sch are now identical. You can now copy another schedule to BERG.SCH (see below).

How do I copy another schedule to BERG.SCH?

1. First [create a new Time schedule](#) and save it with a descriptive name (e.g., MardiGras.sch).
2. Select the new schedule (e.g., MardiGras.sch) and [copy it](#) to BERG.SCH.

Now BERG.SCH and MardiGras.sch are identical.

New Schedule

To create a new schedule:

1. Pull down the **Scheduling** menu and click **Schedules...**
2. Click **New...**
3. Select a folder to save the new schedule (in the **Look in** field) and type a **File name** for the new schedule.
*The default folder is the **Program Data\Berg\Infinity** folder. You don't need to type the **.sch** extension in the file name.*
4. Click **Open**.
*The **New Schedule** screen displays with the **Options** tab in front.*
5. Click **On Demand** to create a schedule with no set times.
*The days of the week tabs are replaced by the **On Demand** tab. See [On Demand Schedule Setup](#).*

OR

Click **Select Time** to create a schedule with specific times.
A tab displays for each day of the week. See [Time Schedule Setup](#).

New Schedule

- ▶ On the **Options** tab of a new schedule, you select the type of schedule you want to create: On Demand or Select Time.
- ▶ An **On Demand** schedule is not set up to perform actions at specific times. Instead, it performs a series of actions in a row whenever you run the schedule. The schedule automatically stops running after all actions are performed.
- ▶ A **Time** schedule is set up to perform actions at specific times. You select a specific day of the week and time of day to perform each action.

Modify a Schedule

To view or modify a schedule:

1. Pull down the **Scheduling** menu and click **Schedules...**
2. Select the schedule you want to modify.
*If the schedule is not in the drop-down menu, click **Open...** to find it.*
3. Click **Modify...**
*The **Modify Schedule** screen displays for the selected schedule.*
4. Click the **Options** tab to make any modifications to [Report Handling](#) methods or [Scheduled Report Names](#) for this schedule only.
5. Make modifications to any actions you've defined for the schedule. See [Time Schedule Setup](#), [On Demand Schedule Setup](#), [Define Action](#), [Repeat Action](#), [Copy Action](#).
6. Click **OK** to save your changes or click **Close** to exit without saving.

Modify Schedule

- Use the Modify Schedule screen to review and/or change any setup details of a schedule.

Time Schedule Setup

To create a Time schedule:

1. Pull down the **Scheduling** menu and click **Schedules...**
2. Click **New....**
3. Select a folder for the new schedule (in the **Look in** field) and type a **File name** for the new schedule.
*The default folder is the **Program Data\Berg\Infinity** folder. You don't need to type the **.sch** extension in the file name; the extension is added automatically.*
4. Click **Open**.
The New Schedule screen displays with the Options tab in front.
5. Click **Select Time** (if necessary).
6. Click [Auto-Run](#) to run the schedule automatically whenever Windows is started.
This option is the most useful if you have one schedule you keep running all the time. You can only set up one Auto-Run schedule.
7. On the **Options** tab, select a [Report Handling](#) method for this schedule only (if you don't want to use the default method displayed).
8. To change the [Scheduled Report Names](#) used for scheduled reports in this schedule only, click **Name File...**, type the name and click **Save**.
9. To create calendar day tabs, click **Change Days of Month....** Type a number for each calendar day you want to add and click **OK**.
This lets you create tabs to schedule actions to occur on certain days of the month (e.g., 15th and 31st). You can create up to 5 new tabs with calendar numbers on them. Type 31 for the last day of the month (this tab displays End so you know it's the end of the month).
10. Click one of the weekday or calendar day tabs.
11. [Define the actions](#) you want to occur on that day.
Actions with identical times are performed in the order you list them on the tab so be sure you have the correct sequence. You can select an action with the mouse and drag it to a different position or move it using the Down and Up buttons. You may also want to [repeat actions](#).
12. If desired, [copy this day's actions](#) to another day (or all days).
You can't copy calendar day actions.
13. Continue by defining new actions for each day or copying one day's actions to another.
Note that a schedule uses calendar days--it does not consider any "end of day" you've defined in report options. Each schedule day ends at midnight.
14. Click **OK** to save the schedule with the displayed name.
Now you can copy this schedule to [BERG.SCH](#) and [run it](#) whenever you want this sequence of actions performed.

Time Schedule

- ▶ You can only run the [Time](#) schedule with the name BERG.SCH.
- ▶ If you're creating various Time schedules you can copy to BERG.SCH to run, use descriptive names to identify each (e.g., regular.sch, mardigras.sch, oktoberfest.sch).

Define Action

To define a schedule action:

1. Follow the steps to [create a new schedule](#) or [modify a schedule](#).
2. Click **New** to add an Action (or double-click on an empty row).
The cursor points to the first line in the list.
3. Select a **Day of Week** and **Time** (if creating a Time schedule).
*Select **All Days of the Week** for the action to occur every day at the same time. Use the time format of your system to specify any hour, minute and second of the day or night. (12:00AM is midnight, 12:00PM is noon.) Select the number of any calendar days you've set up (End is the last day of the month). Select [Repeat](#) to set up the same action to occur at intervals.*
4. Select an **Action** and the **Equipment Name** to receive the action.
5. Provide additional information about the action, if prompted.
*With **Archive and Clear Sales (Z)**, [retail price per unit](#) may be changed. Select **Don't Print** to prevent a report printing during the schedule. Select whether to use **Current** or **Most Recent Archive** data, if prompted. If you select **Change Price Level**, select the price level. If you select **Export**, click **Save As** to change the export file name. If you select **Custom Report** or **Custom Export**, select the custom name. If you select a **Usage** or **Sales Summary** report, enter the days ago the report should include. (Archive records available for the report depend on the number of times you cleared sales during the specified days.) Include the **Exit Schedule** action to automatically stop a Time schedule at a specific time. The schedule won't exit until the previous action is complete. No actions will occur after the Exit Schedule. If you select **Run Program**, enter the Call Line of the program. If you select **Switch Category**, select the "From" and the "To" category. If you select **Interface**, choose Enable or Disable. If you select **Inventory Check**, you should precede it with an Archive and Clear Sales (Z). Make sure par stock/order point, order quantity and order cost are accurate. Orders will be printed and a Container Stock report run. If you select **Backup Database**, click **Save As** to specify the backup file. If you select **Store Configuration**, click **Save As** to specify the store file. If you select **Set Service Mode**, choose Enable or Disable. (This action is only available for dispenser networks.)*
6. Click **OK**.
*The selected **Action** and **Equipment Name** are added to the schedule.*

To repeat the same action on all days at certain intervals:

See [Repeat Action](#)

To replace a schedule action:

1. Point the arrow cursor at the Action you want to replace.
2. Click **Modify**....
3. If you are changing a Time Schedule, change the **Day** and/or **Time** if desired.
You can also change to [Repeat](#).
4. Select the new **Action** and **Equipment Name**.
Provide additional information, if prompted.
5. Click **OK**.
The new Action and Equipment are added to the list, replacing the old one. If you changed the Day or Time, the action is moved to the appropriate place on the schedule tabs.

To delete a schedule action:

1. Point the arrow cursor at the Action you want to remove.
2. Click **Delete**.

To remove all schedule actions:

Schedule Actions

- ▶ Actions are the tasks you want Infinity to automatically perform with a schedule.
- ▶ You must specify the action you want and the equipment to receive the action.
- ▶ All standard reports in the action list use the options set in [Report Options](#) except for options for the type of data.
- ▶ Some reports in the list let you select Current or Most Recent Archive; export is Most Recent Archive only.
- ▶ To use different report options or run a non-listed report, create a [custom report](#).
- ▶ Set Service Mode and Change Price Level actions that take place entirely on Dispenser Networks will be controlled directly by those networks. That is, the actions are sent to the Dispenser Network and an Infinity schedule does not need to be running in order for these actions to occur. Dispenser Network actions are denoted in a schedule by bold typeface.

1. Click **Clear All...**
2. Select a **Day** to clear or select <All> to clear all days.
3. Click **OK**.

Repeat Action

To repeat an action at specified intervals in a Time Schedule:

1. When you [define a schedule action](#), select **Repeat** instead of a specific day of the week.
*When you click OK to save the Action, the **Repeat event** screen displays.*
2. Type the **Starting Time** and **Ending Time** for the repeated action.
This defines the period of time in which the action will be repeated every day.
3. Type the repeat **Interval** and click **Minutes** or **Hours**.
This is the minutes or hours between each occurrence of the action. To avoid confusion, the Interval should be set to be longer than the time that it takes to run all of the Repeat Actions.
Example: if you want to Archive and Clear Sales every hour during the evenings, you might select 6:00 PM as the Starting Time, 12:00 AM as the Ending Time and 1 Hour as the Interval.
4. Click **OK** to save the repeat event settings.
The exact times the action will repeat display identically on all day tabs. If the times you see are not what you want, you can delete a specific action or click Clear All to remove the actions and start over.

Repeat Actions

- ▶ If the duration of the Repeat Actions takes longer than the interval time, then one or more Repeat intervals will be skipped.
- ▶ If the Repeat Actions are scheduled for the same time as a Day Action, the Day action(s) will be run first.

Copy Action

To copy a schedule day's actions:

Method A: *You can use this method only if the destination day has no actions.*

1. From [Modify Schedule](#) or [New Schedule](#), select the tab for the day of the week to copy.
2. Select the tab for the day of the week that should have the same actions.
3. You will be asked if you want to copy the actions. Answer **Yes**.

Method B: *You can use this method if there are already actions on the destination day or you want to add to the actions already present or you want to copy to all days of the week.*

1. From Modify a Schedule or New Schedule, select the tab for the day of the week to copy.
2. Click Copy...
3. Select the day of the week that should get have the same actions OR select <All> to copy to all days of the week.
4. If the destination day(s) already have actions, you must choose what to do.
*Select **Overwrite** if the current actions should be deleted. All destination days will be an exact copy of the copy day.*
*Select **Retain** if the current actions should be retained and the copy day's actions should be added to each destination day.*
5. Click **OK**.
You can Click Cancel if you change your mind.

Copy Actions

- ▶ You can copy actions from one day to another or you can copy to all days of the week by selecting <All>.
- ▶ You can only copy from days that have at least one action.
- ▶ When you copy actions from one day to another and the destination day already has one or more actions, you must decide what to do with the existing actions.
- ▶ They can be overwritten or they can be retained. When overwriting, the destination days become an exact copy of the copy day named in the title bar.
- ▶ If you retain the actions, the actions in the copy day are added to the actions in the destination days.
- ▶ If you have selected to copy to all days, then this question affects all days.

On Demand Schedule Setup

To create an On Demand schedule:

1. Pull down the **Scheduling** menu and click **Schedules...**
2. Click **New...**
3. Select a folder for the new schedule (in the **Look in** field) and type a **File name** for the new schedule.
*The default folder is the **Program Data\Berg\Infinity** folder. You don't need to type the **.sch** extension in the file name; the extension is added automatically.*
4. Click **Open**.
*The **New Schedule** screen displays with the **Options** tab in front.*
5. Click **On Demand**.
*The days of the week tabs are replaced by the **On Demand** tab. An **On Demand** schedule only uses one tab.*
6. On the **Options** tab, select a [Report Handling](#) method for this schedule only (if you don't want to use the default method displayed).
7. To change the [Scheduled Report Names](#) used for scheduled reports in this schedule only, click **Name File...**, type the name and click **Save**.
8. Click the **On Demand** tab.
9. [Define the actions](#) you want to occur when you run the schedule.
*You won't be specifying any times for the actions. The actions will be performed in the order you list them on the schedule so be sure you have the correct sequence. You can select an action with the mouse and drag it to a different position or use the **Down** and **Up** buttons.*
10. Click **OK** to save the schedule with the displayed name.
Now you can [run this schedule](#) whenever you want this sequence of actions performed.

On Demand Schedule

- ▶ This type of schedule was formerly referred to as a Run Now schedule.
- ▶ An [On Demand](#) schedule has no set times for the actions to be performed; it simply lists a sequence of actions to be performed whenever it is run.

Test a Schedule

To test a schedule:

1. Pull down the **Scheduling** menu and click **Schedules...**
2. Select the **Schedule File**.
3. Click **Test...**

If this is an On Demand schedule, the test commences. If it's a Time schedule, you must select the day of the week or Repeat. If you are running live schedule, you may check the box to run the test as a simulation (without any ECU communication) if you wish. Click OK.

Test a Schedule

- ▶ When you select a day to test, all of the actions on that day will be run in sequence (regardless of the scheduled time of day).
- ▶ Repeat actions will not be run when a day of the week is selected.
- ▶ The test will be listed in the schedule log bracketed by "Running Test" logs.
- ▶ When a day schedule is tested, it will be identified as On Demand in the schedule log.

Run a Schedule

To run a Time schedule:

Prior to running the schedule, modify BERG.SCH to include all the actions at the specific times you need. See [Time Schedule Setup](#).

1. Pull down the **Scheduling** menu and click **Schedules...**
2. Select **berg.sch** as the **Schedule File**.
Berg.sch is the only schedule file you can run as a Time schedule. If you need to run different Time schedules, see [About BERG.SCH](#).
3. Click **Run**.
The Schedules screen is replaced by a Running Schedule screen. You'll see the current time and the next scheduled action(s). The schedule continues to run, performing actions at specified times until you stop it, unless you've included an [Exit Schedule action](#) in the schedule.
4. Continue with other tasks in Infinity as needed.
When no schedule actions are currently running, you can perform any functions in Infinity. If while you are actively doing something else, a schedule action becomes due, it will wait until the current activity is complete and then the schedule action will run. If a schedule action is running, you will be locked out from any other function until the schedule action is complete.
5. To stop the schedule, click **Stop**. Click **OK** to confirm.
The schedule won't automatically restart. You must run it again. You have a built in schedule feature called Auto-Recovery. If a running schedule is stopped due to a computer crash, power failure, etc., the schedule automatically recovers when the computer reboots. Any actions that were scheduled during the power outage will be run immediately after the recovery.

To run an On Demand schedule:

For help creating a schedule, see [On Demand Schedule Setup](#).

1. Pull down the **Scheduling** menu and click **Schedules...**
2. Select the **Schedule File**.
3. Click **Run**.
The Schedules screen is replaced by a Running Schedule screen. You'll see the current time and the list of actions. The schedule commences, performing the actions in the order listed. When the actions are complete, the schedule stops. While a schedule action is running, you will be locked out from any other function until the schedule action is complete.

If any schedule actions are missed:

When a schedule is run and some actions have been missed, schedule will show you the missed actions and allow you to run them immediately. Up to one week's worth of missed actions will be shown. When the list is shown, you can choose to run all of the missed actions or to skip all of them.

Run Schedules

- ▶ If you run a schedule, your PC must be set up to allow uninterrupted service. This means, at a minimum, that your printer must be set to spool print jobs.
- ▶ You should NOT set your PC to use power saver settings that shut down processing cycles (or CPU). In particular, do not activate System Hibernation, Power off or Computer Sleep.
- ▶ Berg recommends you do not run screen savers when running a schedule. Some screen savers have been known to interfere with programs running in the background.
- ▶ A better solution is to turn off Monitor power after a period of non-use (see **Control Panel | Display**).
- ▶ If you selected **Auto-Run** when modifying berg.sch, you don't have to run the schedule. It automatically runs each time Windows starts. (A user must log on first if you have Windows NT or 2000.)

Run a Schedule from the Command Line

To run a schedule from the command line:

1. Access the **Start | Run** window or DOS or other command line vehicle.
2. Type the path and name of the schedule file.
Example: C:\Program Data\Berg\Infinity\berg.sch
3. Click **OK** in the Run window or hit the Enter key in DOS.
The schedule named is automatically started.

Run from Command Line



To stop a schedule from the command line:

1. Access the **Start | Run** window or DOS or other command line vehicle.
2. Type the path and name of the Schedule program and /EXIT.
Example: C:\Berg\Infinity\sch32 /EXIT
3. Click **OK** in the Run window or hit the Enter key in DOS.
The running schedule is stopped and the Schedule program closed. If the schedule is executing an action or any screen other than the main Schedule screen is open, the Schedule program is not exited and a message is displayed.

Schedule Log

To find the schedule log:

1. Pull down the **Scheduling** menu and click **Schedule Log...**

To view the schedule log:

1. Select the [Schedule Log Portion](#) you want to view.
2. Click **View....**
3. If prompted, click **Yes** to communicate with any Dispenser Networks to acquire their schedule logs (which are stored initially on the Dispenser Network). Click **No** if you do not use Dispenser Network actions, or you believe you have all of these logs or you want to skip this communication.
4. Wait for the log to display in the View window.
Use the scroll bars and Zoom In and Zoom Out buttons to manipulate the view. You can maximize the screen by double-clicking the title bar. Click Print... to print the log.
5. Click **Close** to exit the View screen.

To print the schedule log without viewing:

1. Select the [Schedule Log Portion](#) you want to print.
2. Click **Print...**
3. If prompted, click **Yes** to communicate with any Dispenser Networks to acquire their schedule logs (which are stored initially on the Dispenser Network). Click **No** if you do not use Dispenser Network actions, or you believe you have all of these logs or you want to skip this communication.
4. Select the printer and print options and click **OK**.

To delete the schedule log:

1. Select the [Schedule Log Portion](#) you want to delete.
2. Click **Delete**.
3. Click **Yes** to confirm the deletion.

Schedule Log

- ▶ The schedule log is a record of all schedule events.
- ▶ It provides the dates and times schedules are started and stopped and all the [schedule actions](#).
- ▶ In addition, the log notes when the schedule is modified as well as any calibration activity.
- ▶ The [schedule log storage length](#) (how long Infinity continues to store events in the log) is set under [Data Storage and Display Options](#) during software installation.
- ▶ If you want to see more details about schedule errors see [Error Log](#).

Error Log

To find error logs:

1. Pull down the **Scheduling** menu and click **Error Log...**

To view an error log:

1. Click **Open...** if the **Error File** name is not displayed. Select the file and click **Open**.

The name of an error log file matches the name of the schedule it pertains to (with a .ERR extension.)

2. Click **View...**
3. Wait for the log to display in the View window.
Use the scroll bars and Zoom In and Zoom Out buttons to manipulate the view. You can maximize the screen by double-clicking the title bar. Click Print... to print the log.
4. Click **Close** to exit the View screen.

To print an error log without viewing:

1. Click **Open...** if the **Error File** is not displayed. Select the file and click **Open**.
The name of an error log file matches the name of the schedule it pertains to (with a .ERR extension.)
2. Click **Print...**
3. Select the printer and print options and click **OK**.

To delete an error log:

1. Click **Open...** if the **Error File** is not displayed. Select the file and click **Open**.
The name of an error log file matches the name of the schedule it pertains to (with a .ERR extension.)
2. Click **Delete**.
3. Click **Yes** to confirm the deletion.

Error Log

- ▶ A schedule error log is a detailed listing of errors that occurred while a particular schedule was running.
- ▶ There is a different error log file for each schedule. The name of the error log file matches the name of the schedule and has a .ERR extension.
- ▶ The content of this log is especially helpful during troubleshooting.
- ▶ This log is overwritten each time you start the same schedule so check the log before restarting a schedule if you're having problems.

Memory test

To perform a memory test:

1. Pull down the **Diagnostics** menu. Click **Memory Test....**
2. Select the **Equipment Name**.
3. Click **Run** to begin the test.
4. Wait while the memory test is performed.
When the test ends, a message indicates if any memory errors were found. If there are memory errors, the Hardware Station (ECU) should be reinitialized. See [Clear](#) and [Restore Memory](#).
5. Click **Close** to exit the Memory Test screen.

Memory Test

- ▶ When you perform a memory test, the Hardware Station (ECU) provides self-diagnostic information.
- ▶ Use this test if you suspect memory errors at the Hardware Station (ECU) are causing problems.

Get Version Number

To get an EPROM version number:

1. Pull down the **Diagnostics** menu. Click **Get Version Number...**
2. Select the **Equipment Name**.
For Dispenser networks, you can select the power supply, in addition to any other equipment.
3. Click **Update version in database** only if you are sure the the equipment has up-to-date settings.
A message will remind you if the EPROM version saved in the database is different from the equipment itself, the device settings are likely different also, so it might be better to do a [Clear and Restore Memory](#) first.
4. Click **Run** to communicate with the equipment.
A message indicates the EPROM version number of the selected equipment.
5. Click **Close** to exit.

EPROM Version

- ▶ Use this feature to quickly determine the EPROM version number of selected equipment.
- ▶ You'll probably only need to do this if directed by Berg personnel.

Rebuild the Database Index Files

To rebuild the database index files:

1. Pull down the **Diagnostics** menu. Click **Rebuild Database Index Files...**
2. Wait for the operation to complete.
An MS-DOS window displays with the results.
3. Press any key.
More results display.
4. Press any key.
The MS-DOS window closes.

Rebuild Index Files

- ▶ You'll probably only rebuild database index files if directed to do so by Berg personnel.
- ▶ You may be directed to perform this procedure after [checking the database for errors](#).
- ▶ Rebuilding index files does not change or delete any setup or sales data.

Check the Database for Errors

To check the database for errors:

1. Pull down the **Diagnostics** menu. Click **Check Database for Errors...**

2. Wait for the operation to complete.

*The report viewer displays with the results. The file is automatically saved in your database folder with the name **dbccheck.log**. You can print the results as you would any other report.*

3. Click **Close** to exit the View screen.

The log file was automatically saved, so you're not losing it by closing.

Database Errors

- ▶ You'll probably only check the database for errors if directed to do so by Berg personnel.
- ▶ It's one of the first steps in diagnosing a problem.
- ▶ Checking the database for errors may help as it searches for errors in the structure of the database.

Rebuild the Database Delete Chain

To rebuild the database delete chain:

1. Pull down the **Diagnostics** menu. Click **Rebuild Database Index Files...**
2. Wait for the operation to complete.
An MS-DOS window displays with the results.
3. Press any key.
More results display.
4. Press any key.
The MS-DOS window closes.

Rebuild Delete Chain

- ▶ You'll probably only rebuild database index files if directed to do so by Berg personnel.
- ▶ You may be directed to perform this procedure after [checking the database for errors](#).
- ▶ Rebuilding index files does not change or delete any setup or sales data.

Emergency Rebuild the Database

To perform an emergency rebuild of the database:

1. Pull down the **Diagnostics** menu. Click **Emergency Rebuild Database....**
2. Click **Yes** to confirm the rebuild or **No** to cancel the process.
Wait while the procedure is completed.
3. View the results.
4. Press any key to exit the window.

Emergency Rebuild

- ▶ You'll probably only rebuild the database if directed to do so by Berg personnel.
- ▶ You may be directed to perform this procedure after checking the database for errors.
- ▶ This procedure is considered emergency because you don't want to perform it unless you've exhausted other possible solutions.
- ▶ If you are directed to perform this procedure, you'll want to back up your database first because the rebuild may result in a loss of data. See [Back Up the Full Database](#).

Repair the Database

To repair the database:

1. Pull down the **Diagnostics** menu. Click **Repair Database....**
2. Select a repair option.
***Prompt for each fix** prompts you each time an error is found. You can then choose to fix the error or not. If your database is large or has lots of errors, this option can take a long time.*
***Fix all without prompting** finds errors and fixes them without waiting for confirmation. Select this option only if directed by Berg personnel.*
***Report errors without fixing** finds errors in the database and lists them without changing anything. You can safely select this option anytime.*
3. Click **Continue....**
4. Click **Yes** to continue with the repair process.
5. Wait for the procedure to complete.
*If you selected **Prompt for each fix**, respond to each prompt. When finished the Repair Database Report displays in the report viewer.*
6. View or print the report.
7. Click **Close** to exit the View screen.

Repair the Database

- ▶ You'll probably only perform this task if directed to do so by Berg personnel.
- ▶ You may be directed to perform this procedure after [checking the database for errors](#) and [rebuilding index files](#).
- ▶ This procedure searches for inconsistencies in the actual data of the database (e.g., a dispenser not assigned to an ECU).
- ▶ You can choose from among [repair options](#) to view the errors only or to fix them. Fix database errors only if you are directed to do so by Berg personnel.

Clear Database Log

To clear the database log:

1. Pull down the **Diagnostics** menu. Click **Clear Database Log...**
2. Click **OK** when the operation is complete.

Clear Database Log

- ▶ You should only clear the database log if directed to do so by Berg personnel.

Show File Versions

To show file versions:

1. Pull down the **Diagnostics** menu. Click **Show File Versions...**
2. Select a show file option as directed by Berg personnel.
***Show all Files** displays a list of version numbers for every file used by Infinity.*
***Show File Differences** displays a list of any file version numbers that don't match the version numbers Infinity expects.*
3. Click **Continue....**
Wait for the file list to display.
4. Click a filename to see its **Detailed Description**.
Read or write down the detailed descriptions as directed by Berg personnel.
5. Click **OK** to close the **Version Verify** screen.

Show File Versions

- ▶ You may be directed to perform this procedure to check the version numbers of various files Infinity uses.
- ▶ If you've recently loaded other software and error messages appear when you run Infinity, Berg personnel may ask you to perform this task to determine if files used by Infinity have been affected by the other software.
- ▶ If you've just installed Infinity while other Windows programs were running, try re-installing Infinity after you've shut down all other Windows programs.
- ▶ If you've just installed Infinity and the setup program directed you to re-boot before running Infinity, try re-booting and running Infinity again.
- ▶ If you've performed all the installation instructions and Infinity still won't run, perhaps there's something wrong with your Infinity disks.
- ▶ Call your dealer or Berg personnel with the information from this screen to help troubleshoot the problem.

Version Verify

Description

This screen displays a list of any file version numbers that don't match the version numbers **Infinity** expects. You can click any filename to see details of the file. You may be directed to do this by Berg personnel when troubleshooting a problem, particularly if you've recently loaded other software and error messages appear when you run **Infinity**. You may help determine if files used by **Infinity** have been affected by the other software.

How To

1. Click a filename.
2. Read or write down the detailed descriptions as directed by Berg personnel.
3. Click **OK** to exit the **Version Verify** screen.

Version Verify-All Files

Description

This screen displays a list of version numbers for every file used by **Infinity**. You can click any filename to see details of the file. You may be directed to do this by Berg personnel when troubleshooting a problem, particularly if you've recently loaded other software and error messages appear when you run **Infinity**. You may help determine if files used by **Infinity** have been affected by the other software.

To verify version numbers:

1. Click a filename.
2. Read or write down the detailed descriptions as directed by Berg personnel.
3. Click **OK** to exit the **Version Verify** screen.

Version Verify-Run Time

Description

This screen displays a list of any file version numbers that don't match the version numbers **Infinity** expects. You can click any filename to see details of the file.

If you've just installed **Infinity** while other Windows programs were running, try re-installing **Infinity** after you've shut down all other Windows programs.

If you've just installed **Infinity** and the setup program directed you to re-boot before running **Infinity**, try re-booting and running **Infinity** again.

If you've performed all the installation instructions and **Infinity** still won't run, perhaps there's something wrong with your **Infinity** disks.

Call your dealer or Berg personnel with the information from this screen to help troubleshoot the problem.

How To

1. Click a filename.
2. Read or write down the detailed descriptions as directed by Berg personnel.
3. Click **OK** to exit the **Version Verify** screen.

Compare ECU to Database

To compare an ECU to the database:

1. Pull down the **Diagnostics** menu. Click **Compare ECU to Database...**
2. Select the **Equipment Name**.
3. Click **OK** to begin the test.

Wait while the computer communicates with the ECU.

4. View the results in the **View** screen using the scroll bars.

Possible Reasons for Differences between ECU and Database:

- *You forgot to Clear and Restore Memory after making changes to setup information at the computer.*
- *You're connected to the wrong ECU (verify correct ECU number at ECU and the computer).*
- *You didn't store alignment values after aligning All-Bottle activator rings.*
- *The setup information at the ECU's been corrupted.*
- *The database information's been corrupted.*

5. Click **Close** to exit the Compare ECU screen.

Compare ECU to Database

- ▶ If an ECU is having problems you can run this utility to compare the setup information in the ECU with the setup information in your database.
- ▶ You'll be able to see which information (if any) is different (EPROM version, dispenser assignments, ECU type, etc.).
- ▶ This operation doesn't help fix the problem--you'll probably have to do a [Clear and Restore Memory](#) to re-send the setup information from the database to the ECU. It may be useful, however, in diagnosing the problem.

Display ECU

To display an ECU's setup:

1. Pull down the **Diagnostics** menu. Click **Display ECU...**
2. Select the **Equipment Name**.
3. Click **Run** to begin the test.
Wait while the computer communicates with the ECU.
4. View the results in the **View** screen using the scroll bars.
5. Click **Close** to exit the Display ECU screen.

Display ECU

- ▶ Use this diagnostic tool to see the information stored in an ECU.
- ▶ The report lists all ECU setup data, prices, portions, current state and any POS drivers loaded. (It does not show any sales information.)
- ▶ The ECU number must be set up in the software, but the data in the report reflects only what is stored at the ECU.
- ▶ This tool is especially useful to diagnose an ECU about which little is known.

Debug Mode

To use debug mode:

1. Pull down the **Diagnostics** menu. Click **Debug Mode**.
*The menus disappear. When you access them again the **Diagnostics** menu shows additional items and continues to do so until you hide them again.*

To exit debug mode:

1. Pull down the **Diagnostics** menu. Click **Debug Mode**.
*The menus disappear. When you access them again the **Diagnostics** menu hides the additional items.*

Debug Mode

- The additional menu items help you perform diagnostics as directed by Berg personnel.

Glossary A-B

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: Numbers, A, B

Click a letter above to jump. Scroll to terms in alphabetical order.

1544 Portion

This is the single portion size 1544 Infinity ECUs pour when they are in calibration mode. This portion size must be between .25 fl oz (7.5 ml) and 300 fl oz (3000 ml). The default 1544 portion size is 1 fl oz (30 ml).

Activator Ring

A circular receiver attached to the I-Box that reads the coded pattern of rings on All-Bottle coded pourers. It sits in a holder when not in use and easily slips over the top of a bottle for pouring.

Add a Head

Add a head is a zero priced size typically set at a small portion.

Add a Head Limit

The maximum number (0-10) of consecutive add a head pours allowed. Setting the limit to 0 means there is no limit. This feature is only available with 3.0 or later TAP1 EPROMs or TAP 2.

Add a Head Open Percent

How far open a tap valve should be when pouring an add a head. 100% is normal and represents the full open position. By entering a value less than 100, you will get a foamier head. Available only with TAP 2.

All-Bottle Code Chart

All-Bottle Code Chart

CODE	POURER	PRICE LEVEL LIGHTS		
		A	B	C
1		■	□	□
2		□	■	□
3		■	■	□
4		□	□	■
5		■	□	■
6		□	■	■
7		■	■	■

All-Bottle Dispenser

A unit mounted under the bar (the I-Box) with an attached activator ring that slips over the top of coded pourers inserted in liquor bottles. The All-Bottle dispenser provides portion control pouring for an unlimited number of brands. Each Infinity ECU can control one All-Bottle dispenser.

Alternate Size

An alternate size is a portion size that can be set for a TAP 1 tap. If you enable the alternate size feature, bartenders can use the repeat button to pour in alternate size mode, adding four new portion sizes to the existing four. For Tap 2 taps, you can enable both the alternate size and repeat functions.

Amount Poured

All-Bottle and Laser - Enter the exact small portion poured in the **Small Portion** field and the exact large portion in the **Large Portion** field.

1544 Infinity - Enter the exact amount poured in the **1544 Portion** field.

TAP 1 - Enter the exact amount poured in the **Tap 1 Portion** field. (Wait for any foam to settle.)

Archive Date (and Time)

A Column which will show when a pour was archived by an Archive and Clear operation.

Archive List

When you click Show Archives on the Reports or Export screen, **Archive List** displays as a report option and all the **Archive Dates** for the selected equipment are shown. Use the Shift or Ctrl key while clicking to select one or more (or all) of the archive dates you want to include in the report.

Archive Records

Archive records for a specific date are only created at the computer when you archive and clear sales (Z) on that date.

The archive record storage length is the amount of time the computer keeps archive records. This determines what data is available for archive reports. If your storage length is 3 months, you won't be able to run reports on any data further back than 3 months. The archive record storage length is set under [Data Storage and Display options](#).

Archive Records Storage Length

The length of time sales data is stored in archive records at the computer. Choose from one day, one week, one, three, six or twelve months, forever or none (don't save any records).

Archive Reports

Reports that use archive records (Most Recent Archive, Weekly, Monthly, Date Range) can only report on data you've put in the archive records during the time specified. They don't necessarily report on all sales activity for the time specified.

For example, if you run a weekly report on sales from 2 weeks ago but the last time you archived and cleared sales was a month ago, there is no data in the archive records to run the weekly report.

Even if you archive and clear sales from the ECU right before you try to run the weekly report, there are no archive records with the dates from 2 weeks ago. (Of course, sales information for that week is included in the archive record you just ran, but it can't be broken out into a weekly report because it wasn't archived weekly.)

Archive Time

This is the date and time data was cleared from the ECU(s) and archived at the computer.

Auto-Run

You can select Auto-Run when you create a Time schedule. You can only define one Auto-Run schedule. The schedule then runs automatically whenever Windows is running. If you have Windows NT or 2000, a user must log on before the schedule will run. This option is the most useful if you have one schedule you keep running all the time.

Basic Edition

Choose this Infinity edition if you want basic functionality and you don't need any added features (or the extra menus and screens they require).

This edition includes basic Infinity functions, but does not include some report file formats (.pdf, .html), Export, Inventory and the Reconciliation report.

Baud Rate

Baud rate is the speed of the computer/network communications. It must match the baud rate set at the ECUs during hardware installation. If you are setting up a remote network the baud rate must also be supported by the modems.

Bookends

Bookends describe the codes that may be required by the sales terminal to signal the beginning and/or end of a transaction or PLU. For example, if the sales terminal requires a key press before you ring up a drink and one after you've rung up the drink, you'll need to enter the codes for those key presses as Transaction Bookends. You don't have to include bookend modifiers in the modifier order list, since their position in the drink code is already defined.

Brand Calibration

Each Laser gun button, All-Bottle coded pourer and TAP 1 tap must be calibrated. The process of entering separate calibration portion amounts for each brand assigned to the dispensers is known as brand calibration.

Copy features called [dispenser calibration](#) and [list calibration](#) can speed up the calibration process for All-Bottle and Laser dispensers. Each brand should still be calibrated but using the copied values makes the process faster.

Brand Name Sort

Specifies how you want Infinity to sort brand names on reports. (The Berg default is Normal Sort.) The sort does not determine subtotals—it just specifies how brand names are listed.

Normal Sort provides a combined alphabetical list of all brands followed by an alphabetical list of cocktails.

Sort by Product Type provides an alphabetical list of brands for each product type (liquor, wine, mixer, beer) followed by an alphabetical list of cocktails.

Separate by Archive Date provides a separate alphabetical list for each archive date.

Some options are not available for all reports.

Button 16 switching

Laser-16 option that uses button 16 to toggle between standard pouring mode and cocktail mode. Enabling this option reduces the number of button presses to pour a cocktail. However, it also reduces by one the number of brands that can be

individually poured at the dispenser. You can assign a brand to button 16, but you can only use it in cocktails. (This is commonly done, especially with brands like Triple Sec.)

If you use button 16 switching, you can only assign 15 cocktails to each bank since pressing button 16 while in cocktail mode will take you out of cocktail mode.

Glossary C

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: C

Scroll to terms in alphabetical order.

Calculate Retail Price

This is a way to automatically calculate the [retail price per unit](#) the customer pays for the brand.

You can select this automatic calculation from the [Modify Multiple Brands](#) screen or from the Archive and Clear Sales screen.

When you select this option from the **Modify Multiple Brands** screen, the current price for the brand is divided by the [portion size](#) and is averaged for all sizes, [price levels](#) and [categories](#). You'll see the newly calculated numbers populate the **Retail Price per unit** column.

When you select this option from the **Archive and Clear Sales** screen, for all brands that are part of the Archive and Clear Sales, the [pour sales](#) are divided by the [pour volume](#). It is recommended that you use this calculation method only with the [Master Group](#) so that all brands are updated at the same time.

Calibration

Calibration is the process of checking and adjusting the amount of beverage poured from each **Infinity** dispenser. Using the calibration process, you tell **Infinity** how long to pour at a specific dispenser to achieve the desired portion size. If you are unsure about the need for calibration or the process involved in calibrating an **Infinity** system, see [Calibration](#).

Calibration Mode

With EPROMs 3.0 or greater, calibration mode pours are not recorded as sales (with the exception of Flow Meter only Tap lines).

All-Bottle/Laser

The regular portion size doesn't work. With EPROMs 3.0 or greater, the small portion size light blinks and after the small portion is poured, the large portion size light blinks.

1544 Infinity

All price level and portion size lights go on.

All-Bottle ID

The dispenser displays "Calibrate" and the intended pour size.

TAP 1

The lights behind tap buttons 2, 3, and 4 go out and all tap buttons pour 16 fl oz. If any of your TAP 1 lines are in Flow Meter Only mode, you can't discern calibration mode at the tap with lights or programmed portion sizes. See also [TAP 1 Calibration](#).

TAP 2

The lights behind tap buttons 2, 3, and 4 go out. Only button 1 can be used to pour. Calibration with Tap 2 can calibrate both the timer and the flow meter in the same step.

Flow Monitor

The lights behind tap buttons 2, 3, and 4 go out.

Calibration Units

This is the unit you'll use to measure and enter calibration portions. Choose from fluid ounces (fl oz), milliliters (ml), cubic centimeters (cc), centiliters (cl), liters (L) or grams. A common reason for changing the calibration unit is the use of metric units on graduated cylinders. When calibrating with grams, you will be weighing the portions and will need to supply a specific gravity.

Your selection does not change the [unit of measure](#) you selected on the **Country Options** screen.

Cancel

Close the screen without saving changes.

Cancel Mode

Enabled means canceled pours are recorded as cancels on reports.

Charge Cancels means any canceled pours are recorded as full-volume, full-price pours (only available with EPROMS 3.00 or later).

Cancel Pour Sales

The full sales value of any canceled pours. (Calculated using drink prices.)

Cancel Volume

Drinks appear on a Sales report, Pours on a Usage report.

The number of volume units of canceled drinks or pours.

Canceled Drinks

[Drinks](#) not completed and not Sold.

Canceled Drinks/Pours

Drinks appear on a Sales report, Pours on a Usage report.

[Drinks](#) or [Pours](#) not completed and not Sold.

Canceled Sales

The full sales value of any canceled drinks. Calculated using drink prices.

Canceled Sales of Drinks/Pours

Drinks appear on a Sales report, Pours on a Usage report.

The full sales value of any canceled drinks or pours. Calculated using drink prices.

Category

Category refers to a set of [price levels](#) with prices and portion sizes at each price level. (You can think of a category as a three-dimensional table filled with slots for prices and portions for each price level.) The "Standard" category is the basic set of price levels assigned to each brand when it's added to the brand list. You can change the name of the category from "Standard" to anything you choose. See [Category Setup](#).

You can create additional price/portion categories for a brand if you need more prices and portions. For example, you may be having a special event or promotion, but you're already using all the price levels of your "Standard" price/portion category. You can create a new category of prices and portions, e.g., "Oktoberfest" or "St. Paddy's". Each new category you create includes a new set of price levels for which you can define new prices and portions.

Only one price portion category can be assigned to a dispenser at a time. After you've created additional categories, you can [switch categories](#) any time you need to pour using a different set of prices and portions.

Close

Closes the window currently displayed.

Cocktail Banks

The three cocktail banks represent the three levels of cocktails available at the Laser gun using the up and down arrow buttons. The cocktail banks can correspond to the size of the cocktails if you choose.

Use the **Regular** bank of cocktails for those poured most often. This bank does not require an extra button press on the Laser gun. The **Lower** bank is accessed with the down arrow button and the **Upper** bank with the up arrow button.

The number of cocktails you can assign to each bank is the number of buttons on the Laser gun--6, 12 or 16. (If you use button 16 switching on a Laser 16 gun you can assign 15 cocktails to each bank.)

Cocktail Defaults

Even though all your cocktail recipes are different, you may have several recipes with a 1/2 fl oz ingredient and a 1 fl oz ingredient. By defining default portions and prices for cocktail ingredients, you can save time re-entering the same numbers in each recipe. Don't worry about defining more ingredient defaults than you may use in a particular cocktail recipe. When you assign specific brands to your cocktail recipes (Cocktail Prices and Portions), any unassigned default [ingredient portion prices](#) and portions are automatically removed from that recipe.

Cocktail Pad

A device that is part of the Dispenser Network. You can select cocktails from the display and pour ingredients from any of the dispensers on the Dispenser Network including Infinity Network dispensers such as an All-Bottle ID connected via a Dispenser Converter. Added in [ECU Setup](#) using the method described in [POS Identification Setup](#).

Cocktail Price

You can build your cocktail prices based on the ingredients used. The more expensive the liquor, the higher the price that is Sold.

Example: The following brand prices are established:

Bar Vodka	Regular portion	\$2.00
Call Vodka (Smirnoff)	Regular portion	2.25
Premium Vodka (Absolut)	Regular portion	2.50

Kahlua (premium cordial) Small portion 1.25

If a customer orders a Black Russian, the price could be built as follows:

Bar Vodka Black Russian 2.00 + 1.25 = 3.25

Call Vodka Black Russian 2.25 + 1.25 = 3.50

Premium Vodka Black Russian 2.50 + 1.25 = 3.75

If you need more prices and portions for a cocktail than the three [price levels](#) see [New Category of Prices and Portions](#).

Cocktail Sales





























The sales of **Infinity**-defined cocktails. (Calculated using cocktail prices.)

Cocktails

Infinity-defined cocktails.

Code Chart

All-Bottle Code Chart

CODE	POURER	PRICE LEVEL LIGHTS		
		A	B	C
1				
2				
3				
4				
5				
6				
7				

Coded Pourer

Specially designed pourers inserted and sealed into liquor bottles to provide portion control. Metal coding bands in various configurations on the pourers electronically identify price and portion information to the ECU.

Collected Sales

The sales amount collected/recorded at the sales terminal for the brand.

Collected Volume

The implied volume of the sales rung for the brand at the sales terminal. (**Infinity** multiplies the count for the brand from the sales terminal data file by the portion size amount to determine the collected volume.)

Column Headers

If you check **Column Headers**, a line is included in the export file listing the column names. This line appears after any header line.

This line is not commented since it can be used by programs such as Excel®.

Column Separator

The Column Separator is a character used to separate fields of information in the export file. The default is a comma (,). You should enter the Column Separator required by the importing software application.

Column Sort

You determine how brands are sorted on a Column Selection report from the Selections tab. Sort options vary according to the items you select on the Columns tab.

Check **Subtotal on First Sort** to see brand information subtotaled for the first sort level. For example, if you sort by **Net/ECU/Disp**, you'll see subtotals for each dispenser at each ECU. If you sort by **Descriptor**, you'll see subtotals for each descriptor group.

Columns Tab

From this tab you select which columns appear on the report. Select an item from the list on the right and click **Add** or drag the item to the list on the left.

The columns appear on the report from left to right in the order they appear in your list. Select an item and use the **Up** and **Down** buttons or drag and drop items to correctly order them.

Column items vary depending on whether you've selected [Sales or Usage](#) as the type of report. For links to descriptions of each column item, see [Column Selection Report](#).

Column Separator

This is the character used to separate columns of information in each line of the export/import file. The default is a comma (,).

Comment Character

The comment character is any character used to denote a comment line. A header line describing the export will be produced as the first line of any export, starting with this character.

You should enter a character recognized by the importing software application. This character tells the importing software to ignore this line as a data line.

Comp and Cancel Modifiers

Your sales terminal may use modifiers to identify comp or canceled drinks. If so, find out what the modifiers are and the order they appear in the drink code. You must include the comp and/or cancel modifier in the **Current Modifier Order** list before you can enter the modifiers.

Comp Drinks

The number of shots or **Infinity**-defined cocktails poured using the comp button. Not Sold.

Comp Drinks/Pours

Drinks appear on a Sales report, Pours on a Usage report.

Comp Drinks

The number of shots or **Infinity**-defined cocktails poured using the comp button. Not Sold.

Comp Pours

The number of times poured as a comp pour. Includes shots and **Infinity**-defined cocktail ingredients.

Comp Sales

The sales value of comp drinks (shots and **Infinity**-defined cocktails). Calculated using drink prices.

Comp Sales Column

Drinks appear on a Sales report, Pours on a Usage report.

Comp Sales

The sales value of comp drinks (shots and **Infinity**-defined cocktails) or comp pours. Calculated using drink prices.

Comp Volume

The number of volume units for comp drinks.

Comp Volume Column

Drinks appear on a Sales report, Pours on a Usage report.

Comp Volume

The number of volume units for comp drinks or pours.

Compare by Sales

To compare sales in a Reconciliation report, **Infinity** gets a sales amount for each brand from the sales terminal data file. This amount (called **Collected Sales**) is compared with the [Pour Sales](#) computed by **Infinity**. See [Reconciliation Example by Sales](#).

.For PLU recipes, the prices in the cocktail definition are used to imply the number of cocktails poured and the amount of sales attributed to each ingredient.

Compare by Volume

To compare volume in a Reconciliation report, **Infinity** gets a PLU count for each brand from the sales terminal data file. The PLU count is then multiplied by the volume units associated with that PLU in **Infinity** (small portion, large portion, PLU recipe, etc.). This gives an implied volume of the drinks rung up at the sales terminal and is called **Collected Volume** on the report. The implied volume is then compared with the volume recorded by the Berg ECU. The volume compared may be [Sold Pour Volume](#) or [Pour Volume](#). See [Reconciliation Example by Volume](#).

Composite Drinks/Pours

Drinks appear on a Sales report, Pours on a Usage report.

The number of [sold drinks/pours](#) + [canceled drinks/pours](#) + [comp drinks/pours](#) + [other drinks/pours](#).

Configuration Options

Configuration options include security options, data storage and display options, country options (units of measure), and

features. These options are entered at the time of software installation and can be modified as the need arises. You can also clear sales from the database from the Configuration screen. See [Access Configuration Options](#).

Configuration Settings

Infinity configuration settings include all configuration options you select during software installation, all equipment setup data (networks, ECUs, stations, groups), all calibration settings, all brand, price, portion and dispenser assignment data, system report options and schedules you have created (if any). You should [store configuration settings](#) so you have a backup copy if you need to [reload configuration settings](#).

Connect Wait

The number of seconds (1-30) to wait for the remote modem to answer. The default is 30 seconds.

Container

You can specify the different containers your brands come in. Container information is useful for Inventory and also in the Usage report. A small set of container definitions is included in Infinity (Fifth, Half Barrel, Large Bottle, Liter, Magnum, Standard Bottle). Any bottle sizes you previously defined in releases 3.xx will be converted to a container. Please check these after upgrading. See [Container Setup](#).

Container Cost

This is the cost (to you) of each container of the brand. It's used to calculate the potential pouring cost for the brand shown on a Usage report and the cost per unit shown on a Cost Per Unit report. If you use the Inventory feature, it appears in the Brand Information report and the Container Stock report.

Container Volume

When a Column Selection report runs as a Sales report, Container Volume is:

Container Drink Volume

Drink volume expressed as number of containers.

When a Column Selection report runs as a Usage report, Container Volume is:

Container Pour Volume

Pour volume expressed as number of containers.

Cost per Unit

The cost (to you) of each volume unit. Derived from the container cost and container size entered when you set up a brand and set up containers. The actual volume units are often shown.

Count

The number of containers.

Current Report Data

Reports on all data currently stored at the ECUs, or in other words, all data since the last time you cleared sales at the ECU(s). To run this type of report the computer must communicate with the ECU(s). The Berg default is Most Recent Archive data.

Custom Reports

A custom report is a report you design to meet your own special requirements. You start with a standard report and select certain options to customize the report such as a "beer only" sales report or an hourly "liquor only" sales report. You specify a name for the report and save it. Your custom report is added to the report list for you to run at any time.

Glossary D

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: D

Scroll to terms in alphabetical order.

Date Range Report Data

Reports on archive records from a specified number of days ago to today. The **From** date determines the number of days ago.

If today is 1/21 and you want data from ten days ago through today, the From date should be 1/11.

The **To** date can't be changed to any date but today in Report Options.

Use the End of Day option to specify the hour you want your business day to end.

The [archive records](#) available depend on the number of times you cleared sales at the ECU during the specified days. (The computer looks for all archive records with dates that match the specified days.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s).

Default Hardware Station Names

Infinity automatically creates a unique hardware station for each ECU you set up. The name of the hardware station is the network name plus the ECU number. (Occasionally, this default will be somewhat different if the hardware station name is already in use.) You can accept the default name or type a new name in the Hardware Station field (up to 31 characters). You can always change a hardware station name.

Default Prices and Portions

Defaults are base prices and portions which are automatically entered for each brand when the brand is added to the brand list. If you click Load Defaults on the Modify Prices and Portions screen, the prices and portions displayed are whatever defaults are currently defined for your system. Berg's default prices and portions are used if you don't set your own defaults. Setting your own defaults saves time re-entering the same prices and portions over and over for related brands. Defaults are defined for each product type and are given the "Standard" category name.

You can set your own default prices and portions for each product type using the following methods:

Enter price and portion defaults using the [Brand Wizard](#).

This method lets you set the defaults before the brand list is loaded, so all brands will receive your defaults.

Use the [Price and Portion Defaults](#) menu item.

You can use this method before the brand list is loaded, then all brands receive your defaults. However, if you use this method after loading your brand list, it does not automatically change any brands with default prices and portions to the new defaults.

You must [copy](#) or load the new defaults where you want them.

Use the Save As Default button on the [Modify Prices and Portions](#) screen.

This method also does not automatically change any brands with default prices and portions to the new defaults. You must copy or load the new defaults where you want them.

Delay and Calibration

Delay and Calibration are the timing values adjusted during calibration to regulate the duration of each pour. You can [initialize these values](#) before calibration.

High flow and standard flow pourers have different delay and calibration values. If you switch to high flow pourers, you should recalibrate the brands that use the new pourers. You can enter the correct delay and calibration values before calibrating to speed up the process.

The delay/calibration values and meter count/flow rate values can be found on a [Price Portion report](#).

Demo ECU

You are allowed to communicate with a single ECU while in Demo Mode. First select the Demo ECU. If you have toggled into Demo Mode, this is done by Options | Demo ECU. If you are running a Demo Version, you select the Demo ECU by running the Setup program on the Infinity CD.

Once the Demo ECU is selected, select Live Connection in the Communications box that appears in Demo mode. Only the Demo ECU will communicate. All other ECUs will get a CM25 error (Only one ECU is allowed to communicate in Demo Mode).

Demo Mode

Demo Mode performs all of the same functions to the Infinity database without communicating with any equipment. This makes this mode valuable for demonstrations, for preliminary setup or for making a large number of changes.

If these changes need to be applied to actual equipment, you must later perform a clear and restore memory on every ECU

affected using a live version of Infinity.

You can enter Demo Mode from **Options | Demo Mode** and exit the same way.

Demo Version Numbers

Number of Drinks a Day

Approximate number of drinks per brand for the software to simulate. A random factor is included so the number will not be exactly the same each time. The default is 50.

Number of Comp Drinks a Day

Approximate number of comp drinks per brand for the software to simulate. Enter 0 if you don't want any to appear. The default is 5.

Number of Canceled Drinks a Day

Approximate number of canceled drinks per brand for the software to simulate. Enter 0 if you don't want any to appear. The default is 5.

Number of Cocktails a Day

Approximate number of each cocktail for the software to simulate. Enter 0 if you don't want any to appear. The default is 50.

Security Level

The security level you want to demonstrate on the software. (You can also show security levels by creating fictitious users and switching between them.) The default level is 1.

Prevent Portion Changes

Check this option to simulate a portion lockout jumper (no portion size changes are allowed). The default is unchecked.

Dispenser Network Capabilities

These affect what is shown on the Device Settings screen. Base means the basic set of functions for the device are shown. Don't change means to not change any of the capability when clear and restore is done.

Descriptive Backup Folders

Infinity can automatically create backup or store configuration folder names which identify the backup. The folder name will include the type of backup, the business name, the serial number and the date. When you backup or store configuration settings, you can change the default descriptive folder name. You still select the parent folder and the descriptive folder is created under the chosen folder.

Example: You choose to store under the Infinity folder which is C:\berg\infinity. The created folder is C:\berg\infinity\Store of Joe's Bar (57960000) on Apr 05 2006.

Descriptor

An optional identifying entry (up to 31 characters) for each brand. You can define a descriptor when you set up or modify a brand. There are no restrictions on the use of this field.

A descriptor's primary use is in sorting brands on a Column Selection report. To use this feature, you must select Descriptor as a column item and also select it as a sort option. It can also be used to sort brand lists in Infinity.

For example, if you assign a "Vodka" descriptor to all vodka brands and a "Rum" descriptor to all rum brands, the brand list can be sorted by these liquor types. Similarly, "Well", "Call" and "Premium" could be used as descriptors.

Or, if you use Laser gun buttons as descriptors, all brands assigned to button 1 appear first, then those assigned to button 2, etc.

Device Name

This is usually a dispenser, but it also includes any other hardware connected to an ECU that can be addressed and names, such as a P3 Hub.

Dial Rate

The millisecond duration of each tone in the computer modem's dial. 70 is the default.

Dispenser 1, 2 and 3

Laser dispensers are listed under Dispenser 1 and 2. If you only have one Laser dispenser, assign it to Dispenser 1. All-Bottle-7 and All-Bottle ID dispensers are listed under Dispenser 3. You can select <None> for any of the three dispensers.

Dispenser Calibration

Each Laser gun button, All-Bottle coded pourer and TAP 1 tap must be calibrated. You can speed up the process for Laser and All-Bottle dispensers using a copy feature called dispenser calibration.

Dispenser calibration copies the actual timing values for one gun button (or coded pourer) to other buttons (or codes) at the

dispenser. When performing dispenser calibration, select a brand that is representative of the viscosity (or thickness) of most brands at the dispenser. After performing dispenser calibration, each brand should still be calibrated using brand calibration.

Dispenser Converter

By adding this device to a Dispenser Network ECU and connecting to an Infinity Network ECU, the Infinity Network dispensers become part of the Dispenser Network. This allows the Infinity Network dispensers to be included as ingredients for the Cocktail Pad. Also you will get time stamping of individual pours. The Dispenser Converter is most likely to be used to provide cocktail ring-up with an All-Bottle ID. Added in [ECU Setup](#).

Dispenser Network ECU

This type of ECU manages communication between dispenser network devices (e.g., Tap 2) and a POS system and/or Infinity software. This type of ECU is in many ways the same as an Infinity network [ECU](#). However, since many operations can now be performed on dispenser network devices themselves, the dispenser network ECU is not the only equipment with a "brain" in a dispenser network. Also, unlike Infinity network ECUs, a dispenser network ECU stores a date/time stamp for every operation, so reports can be run with a finely filtered time range.

Drink

A shot or Infinity-defined cocktail. Shots used in cocktails but not defined in an Infinity cocktail recipe are identified as individual drinks. Ingredients in an Infinity-defined cocktail recipe are not listed as individual drinks.

Drink Volume

Used when doing a sales report. The number of drink volume units poured. This does not include cocktail ingredients.

Driver

A computer file included with Interface software that knows how to communicate with the hardware of your specific sales terminal.

Driver Options

You can customize the way Interface software deals with specific pouring problems by selecting appropriate options. These options alter the way communication occurs between the ECUs and the sales terminal. You can establish default options for the system, and then change them for a particular station or group if you need to. Options include Transaction Mode, Wait for Release, Pour Without Release, Send After Pour, Timeout Value and PLU Base.

Glossary E-F

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: E, F

Click a letter above to jump. Scroll to terms in alphabetical order.

ECU

A box containing circuit boards that controls the operation of dispensers connected to it. Infinity has several types of **Infinity network ECUs**—Infinity (for All-Bottle or Laser dispensers), TAP 1 (for TAP 1 dispensers), 1544 Infinity, Wine Bar, Draft Sentinel. An Infinity ECU can control one All-Bottle dispenser and up to two Laser dispensers. A TAP 1 ECU can control up to eight tap controllers. A 1544 Infinity ECU pours up to 15 different All-Bottle price codes.

The Infinity network ECU is where all of the price and portion information for each of the dispensers is stored, as well as the recorded sales data. Whenever you pour drinks, the ECU is in charge of determining whether to allow the drink to be poured, and is also responsible for tracking that pour. Each time a drink is poured, the ECU records the brand, the amount poured, and the retail price of the drink. You can periodically read this information out of the ECUs, and also periodically clear sales totals from the ECU (formerly known as the Z Report) and store the information in archive records in your Infinity database at the computer.

See also [Dispenser Network ECU](#) (used for Tap 2).

ECU Number

A unique number from 1 to 32 assigned to each ECU in a network. The network name and ECU number form the "address" of the ECU used by the software. For Infinity network ECUs, the unique ECU number must be set up in the software and set at the ECU. For dispenser network ECUs, the ECU number can be set in the software and communicated to the ECU.

ECU Type

Infinity supports several types of **Infinity network ECUs**: *Infinity*, *TAP 1*, *1544 Infinity*, *Wine Bar*, *Draft Sentinel*. (Infinity ECUs control Laser and All-Bottle dispensers and *TAP 1* ECUs control tap controllers. *1544 Infinity* ECUs control 15 price codes of All-Bottle coded pourers).

Dispenser network ECUs are used for Tap 2 dispensers.

ECU/Hardware Station...

Shortcut button that accesses the [ECU Setup](#) screen.

End of Day

End of Day is the hour that marks the end of your business day (e.g., 2:00 AM). Reports reflect the date the business day started. For example, if you ask for data from July 30, this will include data archived from 2:00:01 AM July 30 until 2:00 AM July 31. The hour you select for End of Day must be before noon. The Berg default is 12:00 AM (midnight). The end of day is set in [Report Options](#).

End of Day

End of Day is the hour

End of Week

End of Week is the day that marks the end of your business week. This is used for weekly reports. The Berg default is Sunday. The end of week is set in [Report Options](#).

Enterprise Edition

This Infinity edition includes everything in the **Basic Edition** with the added ability to save reports in .pdf and .html formats, Export (including export in Excel© format), Inventory and the Reconciliation report, import/export prices and portions and design Column Selection reports and exports.

Equipment Name

Typically, a list of equipment names includes [Device](#) names, **Hardware Station** names (ECU), **Sales Station** names or **Group** names.

EPROM

The EPROM is the memory chip in the ECU. The version of the EPROM in your ECUs can determine which Infinity features are available to you. To determine the EPROM version in your ECUs run a Configuration Report. See [Run Advanced Reports](#)

Export

To export means to send data from one software application to another. Infinity's export feature lets you export report data to other programs. To do this, the report must be copied to a file the other software can import. See [Export Report Data](#).

Export Cocktail Columns

Columns refers to the order of the price/portion information in each line of your export file. For example, in the following sample line from an export file, the Cocktail name is listed first, so it's column 1.

Margarita,Cocktail,A,3.00,208

You should enter a number next to each column name on the Export Prices and Portions screen specifying the order you want it to appear in your export file. There is no pre-set "correct" order. Find out if the importing program requires a specific order, use your own preference, or click Load Defaults to use the Berg default column order.

If you don't want a column included in your file (for example, you're not using PLUs), type a zero next to the column name on the Export Prices and Portions screen to indicate the information shouldn't appear in your file.

Notice the Cocktail name and Brand name of ingredients must have the same column number. The Cocktail Price and Portion Price of each ingredient must have the same column number. If you use Cocktail PLUs, you can use the same column number for Cocktail PLU and ingredient Portion, (since one applies only to cocktail lines and the other to ingredient lines). Or they may be different columns.

The columns Cocktail/Brand and Price Level are required.

If you don't want a Product Type column in the export file, type a zero. In this case, a blank line appears between cocktail definitions in the export file. See "How does the export file show where one cocktail recipe ends and another begins?" in [Export Prices and Portions Cocktails](#).

If you enter a zero for Size, Portion, Portion Price/Cocktail Price or Cocktail PLU, these entries in your database are not included in the file.

Optional columns are Product Type, Price Level, Portion, Portion Price or Cocktail Price, Cocktail PLU.

Export Report Columns

If you run the export using Sales column items, you can select any of the following columns:

All Volume, Archive Time, Canceled Drinks/Pours, Canceled Sales, Canceled Volume, Sold Drinks/Pours, Sales, Sold Volume, Comp Drinks/Pours, Comp Sales, Comp Volume, Container, Container Cost, Container Volume, Descriptor, Full Drinks/Pours, Net/ECU/Disp, PLU, Price Level, Product Code, Product Type, Retail Price per unit, Size, Hardware Station, Total Stock, Current Time

If you run the export using Usage column items, you can select any of the Sales column items (with the exception of PLU and Size). In addition, you can select the following columns:

Status, Supplier

Export Columns (for prices and portions export)

Columns refers to the order of the price/portion information in each line of your export file. For example, in the following sample line from an export file, Brand is listed first, so it's column 1.

Absolut,Liquor,A,1,0.50,1.00,500

You should enter a number on the Export Prices and Portions screen for each column name specifying the order you want it to appear in your export file. There is no pre-set "correct" order. Find out if the importing program requires a specific order, use your own preference, or click Load Defaults to use the Berg default column order.

If you don't want a column included in your file (for example, you're not using PLUs), enter a zero next to the column name on the Export Prices and Portions screen to indicate the information shouldn't appear in your file.

The column Brand is required.

Optional columns are Product Type, Price Level, Size, Portion, Portion Price, PLU, Descriptor, Product Code, Calibration Defaults and Specific Gravity.

If you don't want a Product Type column, type a zero. (If you then import the file to another Infinity installation, any brands in the file not already in the importing database receive "Liquor" as the product type.)

If you've chosen to export prices and portions of only one product type, the Product Type column is grayed out.

If you enter a zero for Portion, Portion Price or PLU, these entries in your database are not included in the file.

Export File Name

The File Name field on the [Export](#) screen displays the default file name for the export file.

Default file names use a .csv extension for Excel format or a .txt extension for text format.

cur, **z** and **arc** specify the type of data (current, z, archive) in the export file.

Export files of Sales column items include **_sale** in the file name. Export files of Usage column items include **_use** in the file name.

If you don't want an export file to replace an earlier one with the same default file name, you should give each export file you create a unique name. See [variable export name](#).

Export Format

This specifies the file type of the export file.

A Text file uses a .txt extension and can be viewed with any text editor. You can specify any Column Separator with this format.

An Excel file uses a .csv extension and can be viewed with Microsoft Excel®. This format requires a comma Column Separator.

File Name

This field lists the name of the file you're creating. Click Save As... to select the folder and filename you want.

Flow Meter

Pulse output meter installed in beer, wine, soda or juice lines that transmits information to the ECU to calculate the volume of beverage poured. One TAP 1 ECU can monitor up to eight flow meters.

Flow Meter Count

The default flow meter count is 3700. The flow meter count is the number on the flow meter you recorded and saved at the time of installation.

Flow Monitor

A dispenser used on the Dispenser network that supports up to 8 flow meters. This is flow meter only.

Flow Rate

The default flow rate is 2 fl oz (59.1 ml) of beverage per second. If you want to estimate the actual flow rate of a tap controller use a stopwatch to pour for exactly 10 seconds into a 20 ounce or larger measuring cup. When the foam settles divide the number of fluid ounces poured by 10. This is the estimated flow rate.

Font Names

Font Names include all fonts which are defined for the Windows default printer. These may include Arial, MS Sans Serif, Times New Roman, Courier New and Verdana. Select the font you prefer for reading your reports. You should only change the font if it's necessary to get a good-looking report from your printer.

If you choose MS Sans Serif, the Zoom buttons are disabled on the report View screen.

The Berg default is Arial.

Font Size

Font Size indicate how large the characters are on your reports. Font sizes include 6 through 9. Not all font sizes may be able to be represented with every font. Choose a font size that gives the best looking reports.

The Berg default is 8.

Free Pour

Free Pour means the dispenser will pour as long as you hold down the button. This can be useful during testing, cleaning and priming the lines. The amount poured is not recorded nor is any PLU ever sent to the POS. Therefore, you should be careful when enabling free pour. Once enabled, anyone can enter free pour mode. A device stays in free pour mode until you take it out of free pour mode.

Free Pour is not recommended for normal operation since you will lose accountability. However, it can be useful for priming a line or cleaning a line.

Free Pour mode can be entered from Pouring | Start Free Pour.

All dispensers in free pour mode are taken out of this mode when you choose Pouring | Exit Free Pour or when you leave the Infinity program.

Free Pour transitions are shown in the Power and Interface Log

Full Drinks

The combination of Sold drinks and comp drinks. Does not include cancels.

Full Drinks/Pours

Complementary plus Sold drinks or pours. Does not include cancels.

Function Security

You can customize which Infinity functions are available at each security level. See How to customize security level

functions.

Glossary G-L

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: G, H, I, J, K, L

Click a letter above to jump. Scroll to terms in alphabetical order.

Group

A group is simply a name you assign to a combination of stations and/or other groups for ease in setup, reporting and scheduling activities. Groups are logical combinations of equipment that help you manage the system (e.g., Beer Group, which includes all beer dispensers). An ECU can only be in one Hardware Station and only one Sales Station, but it can be in as many groups as you choose.

Hangup Time

The number of seconds (2-9) the computer modem waits after hanging up before any other modem operation can occur. The default is 2 seconds.

Header Lines

These are lines at the beginning of the import file that don't include price and portion data. Typically, they include text about the contents of the file and/or list the column headings. For example, if you create a file in Excel with column headings, those headings are written in a single line at the beginning of the file.

It doesn't matter how many header lines your import file has. You just need to specify the exact number, so those lines are skipped when Infinity copies price portion data to your database.

Help

Displays online help for this screen.

High Flow Pourer

High flow pourers are now the default coded pourers shipped with All-Bottle dispensers. If you switch from standard flow pourers to high flow pourers, you should re-calibrate. You can speed up the calibration process by entering the correct calibration values for high flow pourers. See [How to initialize calibration values](#).

Hourly Sales Clear/Don't Clear

Specifies whether or not hourly sales data is deleted from the ECUs after running a Clear Sales report.

Clear: Delete hourly sales data from the ECUs

Don't Clear: Keep hourly sales data after a Clear Sales report. The default is Don't Clear.

Hourly Sales Type of Data

Specifies the Type of Data for the ECU to store. Choose from these combinations: Sold Drinks/Sales, Sold Drinks/Comp Drinks, Comp Drinks/Comp Sales, Full Drinks/Sales. The default is Sold Drinks/Sales. If you change the type of data stored for an ECU that is already operating, you must clear and restore memory for the ECU.

I-Box

The All-Bottle dispenser unit mounted under the bar with an attached circular receiver called an activator ring. The activator ring sits in a holder when not in use and slips over the top of All-Bottle coded pourers for pouring.

Idle Time

The approximate number of seconds (0 to 999) the computer modem waits (after a communication has occurred) before hanging up. Set to 0 for the modem to disconnect when the software program is exited or another remote network is called. The default is 60 seconds.

Import/Export Category

This field lets you specify the category name of the prices and portions in the import or export file. When importing, if you select the name of an existing category, any prices and portions currently in the database with that name are replaced with those in the import file.

If you want to create a new category of prices and portions when you import or export, simply type a new name. Creating a new category when you import lets you keep any existing categories of prices and portions already in your database.

Import Cocktail Columns

Columns refers to the order of the price/portion information in each line of your import file. For example, in the following sample line from an import file, the Cocktail name is listed first, so it's column 1.

Margarita,Cocktail,A,3.00,208

You should enter a number next to each column name on the Import Prices and Portions screen specifying the order it

appears in your import file. Find out the column order used by the exporting program or just look at your import file by opening it in a spreadsheet or text editing program. Look at each line and determine in what order the price portion information is listed. Is the cocktail/brand name listed first? If so, Cocktail/Brand is column 1. Is Price Level next? That's column 2, and so on.

Columns can appear in any order in your file, but all lines in the file must use the same column order. This means in a cocktail recipe, the Cocktail / Brand name of ingredients must have the same column number. The Cocktail Price and Portion Price of each ingredient must have the same column number. If you use Cocktail PLUs, your import file may use the same column number for Cocktail PLU and ingredient Portion (since one applies only to cocktail lines and the other to ingredient lines). Or they may be different columns.

If any column is not included in your file, enter a zero next to the column name on the Import Prices and Portions screen to indicate it doesn't appear. For example, if you don't use price levels, type a zero for Price Level. (In this case, the prices listed will be copied to all the price levels in your database.)

If the column Product Type is not included in the import file, type a zero and make sure an intervening line appears between cocktail definitions in the import file. See "How does the import file show where one cocktail recipe ends and another begins?" in [Import Prices and Portions Cocktails](#).

If the columns Portion, Portion Price/Cocktail Price or PLU are not included in the import file, any existing portions, prices and PLUs in your database will be retained. This includes entries of zero in your database.

Optional columns are Product Type, Price Level, Portion, Portion Price or Cocktail Price, Cocktail PLU.

Import Columns

Columns refers to the order of the price/portion information in each line of your import file. For example, in the following sample line from an import file, Brand is listed first, so it's column 1.

Absolut,Liquor,A,1,0.50,1.00,500

You should enter a number on the Import Prices and Portions screen for each column name specifying the order it appears in your import file. There is no pre-set "correct" order; the important thing is determining how your import file is organized. Find out the column order used by the exporting program or just look at your import file by opening it in a spreadsheet or text editing program. Look at each line and determine in what order the price portion information is listed. Is the brand name listed first? If so, Brand is column 1. Is Price Level next? That's column 2, and so on.

If a column is not included in your file (for example, you're not using PLUs), type a zero next to the column name on the Import Prices and Portions screen to indicate the information doesn't appear in your file.

If the columns Price Level or Size are not included in your import file, the prices and portions listed for a brand in the file will be copied to all price levels or sizes of the brand.

If the column Product Type is not included in the import file, any brands in the file not already in your database receive the "Liquor" product type.

If the columns Portion, Portion Price or PLU are not included in the import file, any existing portions, prices and PLUs in your database will be retained. This includes entries of zero in your database.

Optional columns are Product Type, Price Level, Size, Portion, Portion Price, PLU, Descriptor, Product Code, Calibration Defaults and Specific Gravity.

Import File Name

This field lists the name of the file containing the price portion data you're importing. Click Open... to select the folder and filename.

Import/Export Product Type

Leave this field set to <All> unless you're importing or exporting a file that contains only brands of one specific product type. If you select a single product type, this eliminates the need for a Product Type column in the file, so you'll see that column grayed out.

For example, if you want to export a file that contains only Beer prices and prices, select Beer as the product type on the Export Prices and Portions screen. If you want to import only Beer prices and portions, select Beer on the Import Prices and Portions screen and make sure your import file contains only Beer prices and portions. Selecting Beer as the product type when your import file contains all product types does not import only Beer products.

Increment (Add to PLU)

Your sales terminal may derive separate PLUs for comp or canceled drinks using increments rather than identifying these pours with modifiers. For example, using a comp increment of 1000 means all PLUs under 1000 are regular drinks and all PLUs over 1000 are comp drinks. If you want to enter a comp or cancel increment, do not include the comp or cancel modifier in the Current Modifier Order list. Simply enter the increment in the Add to PLU box under Comp Modifier or Cancel Modifier on the Auxiliary Modifiers tab. If you define both comp and cancel increments, they are both added to the base PLU

of a canceled comp drink.

Infinity Network ECU

Any ECU that connects to the 9600 baud Infinity Network. These are the Infinity ECU (Laser and All-Bottle), the Tap 1 ECU, the 1544 Infinity, the Draft Sentinel and the Wine bar.

Ingredient Portion Price

Ingredient Portion prices are an optional entry and should be the retail value of the amount of the ingredient used in the cocktail. Portion prices are only used in a Usage Report. In the report the ingredient portion price is multiplied by the number of cocktails poured and added to the sales total for the brand. The total of the portion prices for a cocktail may or may not equal the price of the cocktail.

Init String

The initialization string for the computer modem. The default (AT +PQC=3+PIG=1+PMH=1+PSS=2&D2&C1&N6l) sets Data Terminal Relay and Carrier Detect to normal and turns off Auto Answer.

Large Portion Size

This is the large portion size All-Bottle and Laser dispensers pour when they are in calibration mode. You should enter a typical large portion for your system.

The large portion size must be at least 3 times greater than the small portion size and no greater than 300 fl oz (3000 ml). The default large portion size is 1.5 fl oz (45 ml).

Laser Dispenser

A unit mounted under the bar with an attached Laser gun for portion controlled dispensing from the reserve supply in the liquor room. Laser dispensers come in three sizes for pouring 6, 12 or 16 brands.

Learn Mode

Learn mode is an optional feature of TAP 1 ECUs that can help you set up initial portion sizes for your taps. It's especially helpful when you know the glass or mug you want to use for a particular button but are not sure of the exact portion size. In learn mode, you can pour a glass as full as you want and Infinity calculates the number of fluid ounces in the pour and automatically sets up the portion size. See [How to set up TAP 1 portion sizes using learn mode](#).

Level of Accuracy

The level of accuracy is the percentage of difference between the calibration amount poured and the amount expected. So a lower number means a greater level of accuracy. The default level of accuracy is 10%.

You can change the level of accuracy (prior to performing calibration); see [Calibration Units and Accuracy](#) and [% Percent Accuracy](#). (For further discussion, see [Calibration Overview](#).)

Line Spacing

Line Spacing determines the space between each line of data in a report. Options include Single Spacing, One and A Half Lines and Double Spacing.

The Berg default is One and A Half Lines.

List Calibration

Each Laser gun button, All-Bottle coded pourer and TAP 1 tap must be calibrated. You can speed up the process for Laser and All-Bottle dispensers using a copy feature called list calibration. List calibration copies the actual timing values for one gun button (or coded pourer) to other buttons (or codes) which you select at the dispenser.

List calibration is similar to dispenser calibration. List calibration just gives you a chance to select specific brands to receive the copy. After performing list calibration, each brand should still be calibrated using brand calibration.

Load Defaults

Use the Load Defaults feature if you've saved a brand's prices and portions with Save As Default and you now want to copy (or load) those prices and portions to this brand.

Local Network

Up to 32 ECUs linked together by a single data-transmission line that communicate with a computer through a hard wired connection at the computer's COM port. An Infinity system can transmit data up to 4,000 ft through a communication cable.

Lost Retail Value

The implied sales value of the difference between the Sold pour volume and the collected volume.

Glossary M-O

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: **M**, **N**, **O**

Click a letter above to jump. Scroll to terms in alphabetical order.

Manual Pouring

Manual pouring means you start and stop a TAP 1 pour, instead of letting the dispenser control the portion size. You can pour manually using the tap controller buttons at any time, but you must first enable the feature for the TAP 1 ECU. Manual pours are monitored and are shown in reports.

You can also pour manually by re-attaching the brand handle. See the Pouring section of the Infinity Installation/Service/User Manual.

Margin

The different between sales and volume cost.

Master Group

A master group includes all currently defined ECUs, including any that are not assigned to a sales station. (When you install Infinity with a new database or you install Infinity as an update, a master group is automatically created for you.) Once you have a master group, any new ECUs that you set up are automatically added to the master group. You can name or rename your master group with any name you choose.

Modifier Order

The string of modifiers sent in a drink code to the sales terminal must be arranged in a particular order. Some sales terminals require the PLU first, or a size modifier first and price level modifier second, and so on. Learn from the sales terminal representative the order required by the sales terminal so you can enter it correctly in Interface software.

The Driver Settings screen includes a Show Example button that can help you double-check the modifier order. After you've added the modifiers you want to the Current Modifier Order list, click the Show Example button. You'll see an example string of sales information using the modifiers in the order you've entered them. Make sure that order matches the order required by the sales terminal.

Modifiers

Modifiers are numerical codes that distinguish one drink from another if separate PLUs are not used for this purpose. Modifiers may pass drink information such as price level, portion size, complimentary, canceled or cocktail status when that information is not conveyed with a unique PLU. Modifiers can be 1 or 2 numerical codes to allow for two key presses for each modifier (e.g., pressing an Enter key after each function key). Each numerical code can be any number from 1 to 255. Modifiers include Bookends, Size and Price Level Modifiers, Size Placekeeper for Cocktails, Comp and Cancel Modifiers and Type Modifiers.

If your sales terminal doesn't require modifiers, you don't need to worry about them on the Driver Settings screen. However, you may still be using comp or cancel PLU increments if the sales terminal supports them.

Name (Modify)

Lists currently registered users. Select the name of the user you want to modify.

Modify Users

Accesses the Modify User Information screen where you can change a user's name, password and/or security level.

Monthly Report Data

Reports on a calendar month of archive records stored at the computer. The month reported on can be the current month or any month up to a year ago. The archive records available depend on the number of times you cleared sales at the ECU during the specified month. (The computer looks for all archive records with dates that match the days in the specified month.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s).

Months Ago specifies which month's data to use for a Monthly report. 0 is the current month (from the first day of the month to today), 1 is the month before the current month, 2 is the month before that, etc.

Most Recent Archive Report Data

Reports on data from the last time you cleared sales at the ECU(s). This data is stored at the computer in the most recent archive record. (This was formerly known as Last Z.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s). This is the Berg default.

Name

User name up to 19 characters long. The user name is case sensitive; that is, upper and lower case letters must be entered exactly as the user will enter them. If you make a mistake, backspace or delete to change it.

Net/ECU/Disp

This column lists the Network(s), ECU(s) and dispenser(s) where a brand is assigned.

Network

Up to 32 ECUs linked together by a single data-transmission line. Networks can be local (hard wired to a computer) or remote (modem linked to a computer). An Infinity system can have multiple networks. A network can consist of **Infinity network ECUs** (Tap 1, All-Bottle 7, Laser, 1544, All-Bottle ID) or **Dispenser Network ECUs** (Tap 2) but not both types on the same network.

Network on Modem

Additional entry fields appear when you select this option.

If you are setting up a local network, leave Network on Modem unchecked.

If you are setting up a remote network, check Network on Modem.

New Date

Enter the new date using the same format your system is currently using. Click the drop-down arrow to see a calendar from which to choose your date.

New Time

Enter the new time using the same format your system is currently using.

No

Don't clear sales data

OK

Save changes and exit.

On Demand Schedule

This type of schedule is not set up to perform actions at specific times. Instead, it performs a series of actions in a row whenever you run the schedule. The schedule automatically stops running after all actions are performed.

For example, a On Demand schedule could be helpful at closing.

Perhaps you always disable stations, clear ECU sales and export data to your spreadsheet when you close at night, but the time varies from day to day.

Put those actions in a schedule called 'Closing'. The schedule won't run until you start it.

Whenever you're ready, run the schedule and the tasks will be completed in order while you're busy with something else.

Options

You can customize the way Interface software deals with specific pouring problems by selecting appropriate options. These options alter the way communication occurs between the ECUs and the sales terminal. Options include [Transaction Mode](#), [Wait for Release](#), [Pour Without Release](#), [Send After Pour](#), [Timeout Value](#) and [PLU Base](#).

Order Cost

This is the cost to you of all containers of the brand in an order.

If you checked Calculate Container Cost on the Inventory Options screen, any Order Cost you enter will be divided by the Order Quantity for the brand to determine a new Container Cost. The container cost will be automatically changed in Brand List Setup.

If you didn't check Calculate Container Cost, the Order Cost has no effect on the Container Cost you entered in Brand List Setup.

Order Method

Par Stock means you specify the number of containers to keep in your total stock for each brand. When the number of containers falls below that amount, Inventory will include the brand on an order and calculate how many containers must be ordered to reach your par stock amount for the brand.

Order Point is the minimum number of containers of the brand you want on hand before you re-order. When the number of containers falls below the order point, Inventory flags the brand to let you know it's time to re-order.

These can be partial container amounts (up to two decimal points). You select either Order Point or Par Stock as your order

method using [Inventory Options](#).

Order Point

This is the minimum number of containers of the brand you want on hand before you re-order. When the number of containers falls below the order point, Inventory flags the brand to let you know it's time to re-order. This can be a partial container amount (up to two decimal points).

You select either Order Point or Par Stock as your order method using [Inventory Options](#).

Order Quantity

The number of containers of the brand ordered on the most recent order. You enter this amount when you generate an order after performing an Inventory Check. (Once you enter a quantity for a brand, it's remembered for future orders, but can be changed with each order.)

Other Drinks/Pours

Drinks appear on a Sales report, Pours on a Usage report.

[Drinks](#) or [Pours](#) not Sold, which occurred during cleaning, learning or calibration.

Other Volume

The number of volume units poured during cleaning, learning or calibration.

Glossary P-Q

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: **P**, **Q**

Click a letter above to jump. Scroll to terms in alphabetical order.

Par Stock

This is the ideal number of containers of the brand you want in your total stock. When the number of containers falls below par stock, Inventory calculates how many containers should be ordered to reach the par stock amount.

You select either Order Point or Par Stock as your order method using [Inventory Options](#).

Password

The password is case sensitive. You won't be able to read the password on the screen. If you make a mistake, backspace or delete to change it. You can enter the same or different passwords for all users.

Passwords Enabled

You can turn password protection on or off to control access to Infinity software and data. Disabling passwords does not delete any registered users. It simply disables protected entry to the system and lets anyone use the software.

% Percent Accuracy

The percentage of accuracy is the percentage difference between the amount actually poured and the calibration portion size. The percentage of accuracy must be between 0% (no automatic checking of accuracy) and 50% (low level of accuracy). The default level of accuracy is 10%. (For further discussion of level of accuracy see [Calibration](#).) Berg recommends that you do not attempt high levels of accuracy (less than 2%).

However, if you want to control how long you do calibration, you can set the calibration accuracy to zero percent. Unless you pour the exact portions, you can repeat the calibration process until you are satisfied. Please note that setting % accuracy to zero percent does NOT imply that all portions poured after calibration will be 100% accurate. Calibration accuracy only affects how close to the targets you have to pour during calibration to automatically end calibration.

Percent Collected Sales

The collected sales divided by the sales. (This is the percentage of the sales recorded by the ECU you actually collected at the sales terminal.)

Percent Collected Volume

The collected volume divided by the Sold pour volume. (The percentage of the Sold pour volume that was collected at the sales terminal.)

Percent Drinks/Pours

This brand's drinks or pours compared to the total drinks/pours.

Drinks appear on a Sales report, Pours on a Usage report.

Percent of Total Sales

This station or this hour's or this brand's sales compared to the total sales in the report.

Percent Total Volume

This brand's volume compared to entire report volume.

Phone

The exact phone number used to dial the remote modem. If dialing long distance, be sure to include '1' and the area code.

PLU

Stands for Price Look Up. The PLU is a number that points to the location in the sales terminal where the specific price of an item is stored. For Interface software to communicate drink information to the sales terminal, the correct PLUs must be entered in Infinity software. See the sales terminal representative to get a list of the correct PLUs. Depending on the sales terminal configuration, a unique PLU may be assigned to every brand of drink or to every pour of a different portion size or price level of that brand. Infinity software accepts any number between 1 and 32,767 as a PLU. Check with Berg to see if your driver supports PLUs to 65,535.

PLU Base

For certain Interface drivers, you may enter a value that will be added to every PLU before it is sent to the POS sales terminal. This allows you to create a "bank" of PLU numbers that is greater than the current upper limit. The POS system must be able to handle these larger numbers. The PLUs entered on the POS side must match the PLU sent by Infinity after the PLU increment is added.

Note that the PLUs that you enter in Infinity should not include the PLU Base number - Infinity will add the increment for you. A reminder on the bottom of any screen that enters PLUs will remind you if there is a PLU Base value.

Note that the number you enter is multiplied by 10,000.

Port

Port refers to the communication port at the computer used for the network connection. Infinity allows you to specify ports 1-255.

POS Identification

POS Identification is used when dispensers share a POS. The P3 Hub / POS terminal is identified at the dispenser before a pour. It is available only on Dispenser Networks.

POS ID Timeout

Applies when using POS Identification. This is the time in seconds after a pour is completed during which that you can initiate another pour without having to re-identify the P3 Hub.

Potential Pouring Cost

Potential Pouring Cost is the owner's potential pouring cost, which is calculated by multiplying the number of containers poured for each brand by the container cost for the brand. The total is then divided by the sales for the brand and multiplied by 100 to determine a percentage. Berg labels this percentage a "potential" pouring cost for the brand because Infinity has no way of computing losses due to overpouring, spillage, etc. A potential pouring cost is only computed if a container cost has been entered for the brand. See How to add a brand or cocktail. This metric is also called the Cost Percent.

Pour a Drink

At an All-Bottle or Laser dispenser, pour a small portion first and then a large portion with the button number or coded pourer you selected. The calibration portion sizes are defined in the [Calibration Units and Accuracy](#) screen.

(For EPROMS 3.0 or greater, All-Bottle and Laser dispensers automatically switch to small portion size when put in calibration mode. After you pour a small portion, they switch to large. You can still toggle between the two at the dispenser. You can't set the portion size to regular.) At an All-Bottle dispenser, Berg recommends calibration pours when the beverage volume is in the middle third of the bottle.

At a TAP 1 tap, pour a single portion with button 1 at the tap number you selected.

At a 1544 Infinity ECU, pour a single portion with the coded pourer you selected.

Pour Communication Options

Wait for Release: The ECU sends drink information to the sales terminal and waits for approval (release) before pouring the drink.

Pour Without Release: The ECU sends drink information to the sales terminal before pouring a drink, but doesn't wait for sales terminal approval to start the pour.

Send After Pour: The ECU pours the drink before sending drink information to the sales terminal.

Pour Date, Pour Day of Week, Pour Shift, Pour Time

Indicates when the pour was completed. Choose among the Pour Time (include the date), just the date, the day of the week or the [shift](#). These are most effective when used with dispensers connected to a Dispenser Network. When you get sales from an Infinity Network ECU, the Pour Time is the same as the [Archive Date](#). (By archiving and clearing frequently, for example hourly, you can gather pouring per hour even on Infinity ECU dispensers.) You cannot combine Infinity Network and Dispenser Networks on a report which using any representation of the pour times.

Pour Event

Pour events are non-standard events during a pour. This column indicates if a pour was [Paused](#), reached [End of Keg](#) or was stopped by the [Backup Timer](#).

Pour Sales

The sales figure for pours. (Calculated using drink prices and cocktail ingredient portion prices you entered in Infinity.)

Pour Sales/Pour Volume

A sales figure determined by dividing the pour sales by the pour volume.

Pour Type

Pour Types include Sold, Complimentary, Canceled and All. The Berg default is All.

If you select a pour type other than All, only sales data for that pour type appears on the report.

Pour Usage

Pour Usage indicates whether a Brand was poured as an Ingredient in a Cocktail. This column also shows when the Brand is a Cocktail. This column is blank if this was poured not pat of any cocktail.

Pour Value

The volume units poured multiplied by the retail price per unit.

Pour Volume

The number of volume units poured. Used in a usage style report. Includes Infinity-defined cocktail ingredients, comp pours and canceled pours.

Pour Without Release

Pour without release lets the ECU pour a drink without waiting for approval (or release) from the sales terminal. You may want to select Pour Without Release if the sales terminal is slowing down the pouring of drinks at a specific station or group. If you select this option and communication errors occur between the ECU and sales terminal, drinks may pour without being rung up at the sales terminal.

Pours

The number of times poured. Includes shots and Infinity-defined cocktail ingredients, but cocktails are not listed. Includes comps but not cancels.

Price Levels

Price levels are tiers of prices and portions that can be defined to accommodate various needs. Some owners don't use price levels; others use them for switching between happy hour, regular and entertainment pricing; still others use them to track shift sales. You can define the default number of price levels for each product type using the following methods:

- Load the initial brand list using the Brand Wizard.

- Use the Select Sizes and Price Levels menu item.

Product Code

An identifying entry (up to 13 characters) assigned to a brand as part of Inventory setup. Typically, this is a code required by a supplier when ordering a brand. The product code appears on orders generated by Inventory.

Product Type

The categories Infinity uses to organize the brand list. There are 6 product types: Beer, Cocktail, Liquor, Mixer, Wine and Other. Default prices and portions are set for each product type.

Beer can only be assigned to TAP 1 dispensers

Cocktail can only be assigned to Laser dispensers

Liquor can be assigned to Laser or All-Bottle dispensers

Mixer can be assigned to any dispenser

Wine can be assigned to any dispenser

Other can be assigned to any dispenser

If you select a product type other than All on report options, only sales data for that product type appears on reports. The Berg default is All.

Quantity of Stored Data

Specifies the amount of sales data stored in archive records at the computer.

Summary Only saves the amount of sales data found in summary reports and takes up less disk space. This is the default.

Detailed Info saves the amount of sales data found in detailed reports.

If detailed is not selected, you can't run a Detailed Sales (X3) Report on archive data--only on current or most recent archive data. You also can't run a detailed export on archive data.

Glossary R

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: R

Scroll to terms in alphabetical order

Redial Tries

The number of re-dials (1-9) if each succeeding attempt fails. The default is 3 tries.

Register

Adds the new user to the list of registered users.

Register Users

Infinity offers protected access to the software through user registration, passwords and security levels. Security is maintained by allowing security option changes only from the Infinity disks with the correct serial number.

Registered Users

Displays a list of currently registered users.

Remote network

Up to 32 ECUs linked together by a single data-transmission line that communicate with a computer through a modem and telephone line. A remote network requires an open phone line only when data is exchanged. This exchange occurs when setup data is sent to the ECU and when reports are generated. The rest of the time, the ECUs manage barside operations on their own.

Repair Option

Prompt for each fix prompts you each time an error is found. You can then choose to fix the error or not. If your database is large or has lots of errors, this option can take a long time.

Fix all without prompting finds errors and fixes them without waiting for confirmation. Select this option only if directed by Berg personnel.

Report errors without fixing finds errors in the database and lists them without changing anything. You can safely select this option anytime.

Repeat Action

The last tab on a Time Schedule allows listing a set of actions that should be repeated multiple times each hour. These actions are defined the same as any schedule action, except the "Day" is set to Repeat and there is no specific Time.

Instead of Time, on the first tab, use the Repeat Settings to indicate how often and when the Repeat Actions should run. The Interval is selected by choosing a number in the Interval box. The interval must be between 1 and 60 inclusive and must be an even divisor of 60. The Starting Minute of the Hour can also be specified although it will often be zero. The Starting minute must be between 0 and one less than the interval (inclusive).

When the Schedule is run, the next time for Repeat Actions is calculated. When the Repeat actions have finished, the next time to repeat is determined. This has two implications. One, Repeat Actions will never be listed as skipped. Two, if the duration of the Repeat Actions takes longer than the interval minutes, then one or more Repeat intervals will be skipped. To avoid confusion, the Interval should be set to be longer than the time that it takes to run all of the Repeat Actions.

If the Repeat Actions are scheduled for the same time as a Day Action, the Day action(s) will be run first.

Repeat Button

The repeat button on TAP 1 controllers can be used to pour repeat drinks or to access four alternate portion sizes. Or you can completely disable the repeat button.

Repeat Enabled enables the repeat button for repeat pours.

Alternate Size Enabled enables the repeat button to pour alternate portion sizes (sizes 5-8).

Selecting neither option disables the repeat button.

Repeat Delay

The number of seconds (0.8-9.9) the tap pauses between identical pours.

Report Abbreviations

The {rpt} abbreviations that appear in the schedule or error log are:

Z (Archive & Clear Sales)

X1 (Sales Totals)

X2	(Sales by Price Level)
X3	(Detailed Sales)
X4	(Hourly Sales)
SS	(Sales Summary)
US	(Usage)
PL	(Price Level Changes)

The following reports can only be run as custom reports under Schedule.

PP	(Price and Portion)
CFG	(Configuration)
RU	(Retail Usage)
CPU	(Cost Per Unit)
PLU	(PLU)
REC	(Reconciliation)
ST	(Container Stock)
AN	(Cost Analysis)
BR	(Brand Information)
VAR	(Variance)
COL	(Column Selection)
ORD	(Order Printout)
PWR	(Powr Loss History)

If you schedule a custom report, the {rpt} abbreviation used is the "based on" report.

Report Data

Identifies the data to be used when generating the report. Some options are not available for all reports. Options include:

Current

Reports on all data currently stored at the ECUs, or in other words, all data since the last time you cleared sales at the ECU(s). To run this type of report the computer must communicate with the ECU(s).

Most Recent Archive (Default)

Reports on data from the last time you cleared sales at the ECU(s). This data is stored at the computer in the most recent archive record. (This was formerly known as Last Z.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s). This is the Berg default.

Weekly

Reports on a business week of [archive records](#) stored at the computer. (A business week is defined by the **End of Week** day.) The week reported on can be the current week, 1, 2 or 3 weeks ago. The archive records available at the computer depend on the number of times you cleared sales at the ECU during the specified week. (The computer looks for all archive records with dates that match the days in the specified week.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s).

Weeks Ago specifies which week's data to use for a Weekly report. 0 is the current business week (from the first day of the week to yesterday's end of business day), 1 is the business week before the current week, 2 is the week before that, etc.

Monthly

Reports on a calendar month of archive records stored at the computer. The month reported on can be the current month or any month up to a year ago. The archive records available depend on the number of times you cleared sales at the ECU during the specified month. (The computer looks for all archive records with dates that match the days in the specified month.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s).

Months Ago specifies which month's data to use for a Monthly report. 0 is the current month (from the first day of the month to today), 1 is the month before the current month, 2 is the month before that, etc.

Date Range

For a specific report, set the **From** and **To** dates to specify a desired date range.

In Report Options, this selection reports on archive records from a specified number of days ago to today. The **From** date

determines the number of days ago. The **To** date can't be changed to any date but today in Report Options.

If today is 1/21 and you want data from ten days ago through today, the From date should be 1/11. Use the End of Day option to specify the hour you want your business day to end.

The [archive records](#) available depend on the number of times you cleared sales at the ECU during the specified days. (The computer looks for all archive records with dates that match the specified days.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s). See also [Archive Reports](#).

Time Range

For dispenser network devices (Tap 2), the time of each pour is recorded. Therefore reports can be run against any time range. For Infinity network devices (All-Bottle, Tap 1, Laser, etc.), a specific time range selection is only appropriate if you've cleared sales regularly, like every hour, (since the archive records available are completely depend on how often you clear sales).

Archive List

If you click [Show Archives](#), **Archive List** displays as a report option and all the **Archive Dates** for the selected equipment are shown. Use the Shift or Ctrl key while clicking to select one or more (or all) of the archive dates you want to include in the report.

You must enable the Enterprise edition of Infinity to use Date Range or Show Archives.

Report File Types

You can save an Infinity report in any of 5 file types:

Some file types are not available in the Basic edition.

Report File

This is the Infinity report file type. It uses the .rdf extension. Files saved in this format can be viewed only with the Infinity report viewer.

Acrobat

This file type uses the .pdf extension. Files saved in this format can be viewed only with Adobe Acrobat Reader®.

Web Page (HTML)

This file type uses the .html extension. Files saved in this format can be viewed with a web browser.

Excel Export

This file type uses the .csv extension. Files saved in this text-only format can be viewed with Microsoft Excel®.

Text Export

This file type uses the .txt extension. Files saved in this text-only format can be viewed with any text editor.

Report Handling

Print means all scheduled reports are sent to the printer. (Be sure the printer is on when the schedule is running and the paper tray is full.)

Save means a scheduled report is saved to a file using the format you select when you specify the report file names. Saved report files in the Infinity format (.rdf) can only be opened from the Reports screen. See [View, Print, Save Reports](#).

Print And Save means scheduled reports are both sent to the printer and saved to a file.

*You can select **Don't Print** for a specific scheduled report to override your report handling option. **Don't Print** means no printing and no saving. This might be useful for a Z report. The data is transferred but nothing is printed.*

The action taken and the report file name are recorded in the schedule log and error log (e.g., "report written to file ZNov02.rdf").

Report Names

See [Scheduled Report Names](#). Click the Name File... button to change the Report Name (which is used for all scheduled reports).

Report Pour Type

Pour Types include Sold and All. The Berg default is All.

Some options are not available for all reports.

Report Title

The title appears at the top of all reports. The report title can be the name of the business or any name you prefer. It can be up to 39 characters (letters or numbers). The Berg default report title is 'Berg Infinity Report'.

Retail Price Per Unit

This is the retail price the customer pays for each unit of measure of the brand. It's used to calculate retail value on the Cost Analysis report, the Retail Usage report and the Reconciliation report. It's also used to calculate stock value in the Container Stock report. You enter this price using [Brand List Setup](#) or have it calculated using [Modify Multiple Brands](#) or have it calculated from brand usage after an Archive and Clear (when the Calculate Retail Price box is checked).

Calculations Used

Current price portion tables: The price divided by the portion size is averaged for all sizes, price levels and categories.

Retail Usage: For all brands that were part of the most recent Archive and Clear Sales, the pour sales are divided by the pour volume. It is recommended that you use this calculation method only with the Master Group so that all brands are updated at the same time.

Glossary S

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: S

Scroll to terms in alphabetical order

Sales

The sales figure for drinks. Sales are calculated using drink prices you entered in Infinity. Only includes Sold drinks, not comps or cancels.

Sales Column

The sales figure for drinks (or pours). Sales are calculated using drink prices you've entered in Infinity. Only includes Sold drinks, not comps or cancels.

Drinks appear on a Sales report, Pours on a Usage report.

Sales Station

See **Station**

Sales Terminal Data File

This file is generated by the sales terminal and lists PLUs and sales data for products rung at the sales terminal. Infinity uses the file to compare volume or sales on a [Reconciliation report](#). You may be able to use an export function in the POS software to generate a file. Or the sales terminal vendor can show you how to create a file. To run a Reconciliation Report, you need to determine how to generate the data file at the sales terminal, understand the layout of the file, and decide how you'll make the file available to Infinity. Get help from your sales terminal representative to generate and understand the data file. Enter the layout of the file using [Reconciliation Options](#). See also [How to set up the Reconciliation report](#).

The sales terminal data file must be an ASCII text file. The file must list either a sales amount for each PLU or a count for each PLU. It can also contain other information.

The Reconciliation report supports date and time columns in the sales terminal file. Records in the sales terminal file that fall outside the report date range will not be included in the reconciliation report. Enter the Date and Time Column if you wish to use these.

The reconciliation report allows more than one PLU, sales or count column to be used on each sales terminal data file line. By using multiple PLU columns, each line can represent more than one PLU where an additional sales or count column must be present for each PLU. If more than one sales or count column is present for each PLU column, the data will be added together and counted against the PLU associated with the PLU column. Enter multiple columns separated by commas. A station column can be used in order to separate the data in a single sales terminal data file into stations.

Reconciliation reports can then be run against individual stations. If you are using a column for a station, it will normally be a Sales Station. Hardware Station names will not be matched against a column if the Hardware Station is included in a Sales Station.

When using a Separate File for Every Station, the Reconciliation Options form shows all Sales Stations plus all Hardware stations that are not included in a Sales Station. So using Sales Stations is the most natural fit for this feature.

Sales vs Usage

Sales means you'll see Drink information for each brand in the report.

Usage means you'll see Pour information for each brand.

Sales Per Volume

Sales divided by pour volume.

Sales/Drink Volume

Sales divided by drink volume.

Save

Saves modifications made to this user's information.

Save As Default

Use this feature to save a single brand's prices and portions as the new default prices and portions for brands of the same product type. You copy to the other brand using **Load Defaults**. Saving as default does NOT change the prices and portions of all brands that currently have default prices and portions. However, it does mean any new brand you add to the brand list of this product type is assigned the prices and portions you save as default prices and portions. (Use this feature on the [Modify Prices and Portions](#) screen.)

If you want to copy a brand's prices and portions to multiple brands, use the [Copy...](#) button.

Save as Defaults

Save as Defaults saves a copy of your entries on all tabs of the Driver Settings screen. It does not send the settings to the ECUs. However, when you load a driver to the ECUs your default settings are automatically loaded to the ECUs if no other options or modifiers are present at the ECUs.

Schedule

A schedule lets you automate daily and weekly Infinity operations. Various tasks you repeat at the same time every day or week are perfect candidates for a schedule. For example, enabling Infinity stations in the morning, changing price levels at happy hour, running daily reports and disabling stations at closing are tasks that can be included in a schedule and performed without you at the computer. Or maybe you perform a series of tasks in a row when you run weekly reports. With the new On Demand feature of Infinity you can define these tasks in a schedule without a specific time and just run the schedule whenever you want to perform that series of tasks.

Schedule Actions

Schedule actions are the tasks you want Infinity to automatically perform. You can define a specific time to perform the actions by creating a Time schedule. Or, you can simply define a series of actions without a scheduled time by creating a On Demand schedule. When you create either type of schedule, you must define the specific actions, the order of the actions and the station(s) or group(s) to receive the action. See [Define Action](#).

Schedule Days of the Week

You can select any or all of the days. The schedule performs the action at the defined time only on the day(s) you select. You can select different days on each time tab.

Schedule File Name

Limit the filename to 8 characters. The file will be given a .SCH extension.

Schedule Log Portion

Entire File is the complete schedule log. This could be a large file. Its size is determined by your schedule log storage length (how old the log is), the number of schedules you run, how often you start and stop them, the number of actions in your schedules, etc.

Weekly is a selected business week of the log. (A business week is defined by the End of Week day.) The week can be the current week, 1, 2 or 3 weeks ago.

Weeks Ago specifies which week's data to use. 0 is the current business week (from the first day of the week to yesterday's end of business day), 1 is the business week before the current week, 2 is the week before that, etc.

Monthly is a selected calendar month of the log. The month reported on can be the current month or any month up to a year ago.

Months Ago specifies which month's data to use. 0 is the current month (from the first day of the month to yesterday's end of business day), 1 is the month before the current month, 2 is the month before that, etc.

Date Range is a specific range of business days of the log. (A business day is defined by the End of Day time.)

Schedule Log Storage Length

The Schedule Log is a running history of all events the schedule program attempts. It can grow to be quite large, so you should delete it as often as you plan to review it. Choose a storage length from one day, one week, one, three, six or twelve months, forever or none (no time at all) when you're entering data storage and display options. The default is three months.

Scheduled Report Names

The schedule report name is the file name used for all reports run and saved as part of a schedule. (Report handling must be set to Save or Print and Save.) Usually, this name is a template of the actual report name where pairs of curly brackets codes are translated into a file name when the report is run. The default report name is `{rpt}{mmm}{dd}-{#}.rdf`

You can specify a different name and/or file format to be used for all scheduled reports. Click **Name File...** to enter a different name or select a different format. Choose any curly bracket strings from the list below and type them (in the order you want) as a template of the final report name. Any text you type outside curly brackets in the report name appears just as you type it.

If you type a report name without any curly bracket strings, each successive report you've scheduled will overwrite the previous report (since they all use the same report name). If brackets don't match up or don't contain one of the defined strings, they appear in the report name just as you typed them. Any part of the file name that uses date information will use the business date (see [End of Day](#)).

{rpt} - the 1-3 character [report abbreviation](#), e.g., Z

{grp} - Equipment Name that the report covers. (Note some characters may be removed from the Equipment Name if they

are illegal in file names.)

{dd} - day of the month, e.g., 13

{ddd} - day of the week, short format, e.g., Tue

{dddd} - day of the week, full name, e.g., Tuesday

{mm} - two digit month number, e.g., 10 (for October)

{mmm} - name of the month short format, e.g., Oct

{mmmm} - name of the month, full name, e.g., October

{y} - day of the year, e.g., 355 for Dec. 21

{yy} - two digit year, e.g., 06

{yyyy} - four digit year, e.g., 2006

{#} - first number to make the file name unique

{time format}, see below

A specified time format which includes any combination of the following within curly brackets:

hh (hour), **nn** (minutes), **ss** (seconds), **ampm** (if ampm is not part of the format, the 24 hour clock is used)

Example: {hhnnampm} = 0230pm or {rpt}{hhmmampm}.txt = US0230am.txt for a text usage report run at 2:30 in the morning.

Example scheduled report names:

Using the default report name **{rpt}{mmm}{dd}{#}.rdf**, the name of the first scheduled **Usage** report run on June 17 is **USJun17-1.rdf**. A second Usage report run on the same day is **USJun17-2.rdf**.

If you type **Z{ddd}.rdf**, "Ztue.rdf" is the name of any scheduled report run on Tuesday, "Zwed.rdf" is the name of any scheduled report run on Wednesday, etc.

If you type **{dd}{mmm}{yy}.rdf**, the name of any scheduled report includes the day of the month, the month abbreviation and the two digit year, e.g., "13oct06.rdf". This means if more than one scheduled report is run on the same date, each will overwrite the previous one. (To prevent this, include a dash and {#} to number each report in a given day, making the report names unique.)

If you type **{dd}{xxx}.rdf**, the name of any scheduled report is "{dd}{xxx}.rdf". (The brackets don't match up and xxx is undefined so no actual information is substituted for the curly brackets.)

Security Code

An optional 6 character code that provides an extra level of security (particularly for modem communications). The characters can be letters or numbers.

Security Level

If you use password protection, security levels define which Infinity functions your registered users can access. You can create and name up to 8 security levels and you can specify which functions are accessible at each level.

The Berg default security levels and accessible functions are:

1. **Dealer/Owner:** access to every available Infinity option.
2. **Senior Management:** access to everything except calibration, equipment setup, utilities and advanced diagnostics.
3. **Junior Management:** access only to clear sales and current sales reports, price level changes, station enable/disable options, run/stop schedules, diagnostics.
4. **Others:** access only to current sales reports, diagnostics.

These are just defaults. You can change the number of levels, the names of the levels and/or the functions accessible at each level.

Security List

Use this function to customize the number and names of your security levels. See How to customize security level names.

Select Time Schedule

This type of schedule is set up to perform actions at specific times. You select a specific day of the week and time of day to perform each action. The schedule automatically stops running after all actions are performed. You can create multiple schedules of this type (each with a different name), but to run a time schedule, you must copy it to BERG.SCH. The only Time schedule you can run is [BERG.SCH](#).

Selections

On this tab you can select a specific [Product Type](#) or [Pour Type](#) to include in the report.

Some options are not available for all reports.

Send After Pour

Send After Pour tells the ECU to pour a drink and then send sales information to the sales terminal. You may want to select this option so dispensers begin pouring immediately upon pressing the dispenser button or tilting the bottle. This is especially useful with ECR terminals where it may take a second or two to ring up the pour.

Note that this option may affect the handling of canceled pours.

Serial Number

Serial number refers to the unique identifying number assigned to your copy of Infinity software. To determine the serial number of your copy of Infinity, click Help on the main menu of any Infinity program. Click About Infinity.... The serial number is listed near the top of the About Infinity... screen.

Shift Begin and End Times

Shift definitions are optional and are used to display sales data by shifts in an Hourly Sales (X4) report. If you define shifts, all sales from an entire shift are reported on one line in the report (rather than sales being reported for each hour). See Hourly Sales (X4) Report for more details about the report.

Shift 1 is the first shift of a business day. Type the hour, a space and am or pm (e.g., 2 am) or use 24 hr time. You can't enter minutes. Make sure shift times don't overlap.

There are no Berg default begin and end times. Shifts are set in [Report Options](#).

Show All Options

Displays additional buttons for more advanced features (e.g., Rename and Delete). Normally, these buttons are hidden to protect you from accidental edits.

Show Archives

Click this button to see a list of the archive dates and times for the selected Station/Group. This can help you determine the archive data available for specific reports on this Station/Group.

Size

Sizes 1-4 correspond to small (S), regular (R), large (L) and special (SP or X) on your dispenser or control box.

Sizes 1-8 correspond to the eight possible sizes on TAP 1 taps if alternate sizes are enabled. If you don't use alternate sizes don't worry about sizes 5-8.

The number of sizes you see may vary according to dispenser type and the maximum number of sizes you've specified for each product type.

You don't need to type a decimal if you're entering a whole number, e.g., type 6 for 6.00 fl oz, or 2 for \$2.00.

Size and Price Level Modifiers

If the sales terminal doesn't use separate PLUs to identify the size and/or price level of a brand, you need to determine the size and/or price level modifiers the sales terminal uses. Learn from the sales terminal representative what the modifiers are. Interface software accepts modifier codes from 1 to 255. You can enter 2 codes for each modifier if necessary. You must include the size and/or price level modifier in the Current Modifier Order list before you can enter the modifiers.

Size Placekeeper for Cocktails

If your sales terminal uses size modifiers, a number is sent to the sales terminal in the drink code that defines the drink as small, medium or large. Since a cocktail doesn't usually have a size modifier, its drink code is shorter than that of other pours. If your sales terminal requires all drink codes to be the same length, you can tell Interface to insert a "placekeeper" in a cocktail drink code to make it the same length as other pours. (The placekeeper sent is simply the size modifier corresponding to the cocktail bank of the cocktail pour.) If your sales terminal can handle drink codes of variable length, don't use the placekeeper. This avoids sending unnecessary information to the sales terminal.

Skipped Actions

Time schedules are meant to be run all of the time so that none of the scheduled actions will be missed. However, if this does happen, the Schedule program will notify you the next time a particular schedule is run. All of the skipped actions will be listed. You have the option of running those actions immediately or proceeding to the next regularly scheduled action. Repeat Actions are never considered skipped. If a schedule is not run for longer than a week, none of its actions will be considered to be skipped.

Small Portion Size

This is the small portion size All-Bottle and Laser dispensers pour when they are in calibration mode. You should enter a typical small portion for your system.

The small portion size must be at least .25 fl oz (7.5 ml) and no larger than one-third of the large portion size. The default

small portion size is .5 fl oz (15 ml).

Sold Drinks

Shots or Infinity-defined cocktails. Does not include comps or cancels.

Drinks appear on a Sales report, Pours on a Usage report.

Sold Pour Volume

The volume amount of Sold pours. Does not include comps or cancels.

Sold Pours

The number of times poured as a Sold pour. Includes shots and Infinity-defined cocktail ingredients.

Sold Volume

The total number of volume units for Sold drinks. Does not include comps or cancels.

The Sold volume will be listed as 0 for any pre-3.0 Infinity ECUs.

Sort By Descriptor

When a list of brands is displayed, it can be sorted by brand name or by its Descriptor. By checking the Sort By Descriptor box, the current list of brands will be sorted by their descriptor (the descriptor will be shown in square brackets or will be present in a table column). All other brand lists will also be sorted in this manner until the box is unchecked on one of those forms. You can change the Descriptor for any brand from [Brand List Setup](#). See [Descriptor](#).

Specific Gravity

The term specific gravity refers to the ratio of the density of a solid or liquid to the density of water at 4 degrees Celsius. Specific gravity is a dimensionless quantity; that is, it is not expressed in units. Water has a specific gravity equal to 1. Materials with a specific gravity less than 1 are less dense than water and will float on water; substances with a specific gravity more than 1 are more dense than water, and will sink. Specific Gravity is only needed if the calibration units are grams.

Station

There are two types of Stations: Hardware Stations and Sales Stations. The term "station" will be used when referring to both types of stations.

A **Hardware Station** is the smallest component of the Infinity system used for performing software tasks such as changing price levels or running reports. A hardware station never includes more than one ECU. A Hardware Station name is automatically created when you set up a new ECU. You can change the default Hardware Station name when you set up a [new ECU](#) or modify an ECU.

A **Sales Station** is a bartender area or sales terminal area and will normally include more than one ECU. Sales Stations combine Hardware Stations into a single area of accountability and may be a more convenient way of running reports or operations. An ECU can not be in more than one Sales Station. A Sales Station is also used to indicate which ECUs share a POS terminal. Sales Stations can also be used when supporting multiple types of sales terminals to indicate where each type of sales terminal is used.

For Dispenser Networks, the Sales Station is also used to indicate which dispenser are handled by each P3 Hub (when more than one exists).

You can easily [set up a new Sales Station](#).

If you plan to run reports that combine ECUs in several different ways (e.g., all beer dispensers, just the restaurant area, all first floor dispensers), you'll want to also define [groups](#) to combine stations in several ways.

Station/Group List

A list of all stations and groups that have been set up for your system.

Status

This is the order status of the brand.

Stock Room

This is the location from which the ECU is stocked. Each ECU must be assigned to one and only one stock room.

You can specify separate stocking locations on your orders by creating as many stock rooms as you need. See [Stock Room Setup](#).

Supplier

Supplier is the name of the supplier of the brand. Select <None> as the supplier for brands not included in Inventory (e.g., All-Bottle-7 and All-Bottle-15 brands).

Glossary T-Z

[Numbers](#), [A](#), [B](#), [C](#), [D](#), [E](#), [F](#), [G](#), [H](#), [I](#), [J](#), [K](#), [L](#), [M](#), [N](#), [O](#), [P](#), [Q](#), [R](#), [S](#), [T](#), [U](#), [V](#), [W](#), [X](#), [Y](#), [Z](#), [Infinity Menus](#)

Glossary: T, U, V, W, X, Y, Z

Click a letter above to jump. Scroll to terms in alphabetical order.

TAP 1

Beer dispensing unit consisting of an [ECU](#) and up to eight tap heads with portion buttons and/or flow meters.

TAP 1 Calibration

A tap's dispensing mode determines its calibration. Note there is no Calibration Portions... shortcut button when calibrating a tap.

Tap Head + Flow Meter

To calibrate a flow meter tap, you'll be prompted to calibrate first in Timer Mode and then in Flow Meter mode. (This provides accurate calibration values in the event the Timer is used as a backup for Flow Meter operation.)

First pour, measure and enter a portion amount in Timer Mode and repeat until satisfied with the level of accuracy.

Then pour, measure and enter a portion amount in Flow Meter Mode and repeat until satisfied with the level of accuracy.

Tap Head Only (Timer Mode)

Calibrate a tap in Timer Mode as you would any other dispenser: pour, measure and enter a portion amount and repeat until satisfied with the level of accuracy.

Flow Meter Only (Monitor Mode)

There is no Tap Head and no portion control. Therefore the tap has no expected calibration portion amounts. Pour a fairly large portion (16 fl oz), measure and enter the amount. This actual amount is compared with the amount recorded by the ECU. Repeat until satisfied with the level of accuracy.

Flow Meter only calibration pours are recorded as sales.

Tap 2

Second generation tap head with portion buttons used on a Dispenser Network.

Test Pour

You may have noticed various entries of Test Pour in your brand list. These entries are included in the brand list for your convenience during installation and also to assist Berg in troubleshooting your system. Test Pour isn't a specific brand of liquor. It's a default brand initially assigned to each dispenser. It makes it possible to pour at each dispenser before you've set up any brands with the software. Test pour uses the factory default portion sizes for S, R and L. When you assign specific brands to each dispenser, you replace Test Pour with the chosen brand.

A different Test Pour is used for Tap 1 dispensers (TAP 1 Test Pour).

Time Range

For dispenser networks, the time of each pour is recorded. Therefore reports can be run against a time range.

Timeout Value

For all POS interfaces, Timeout Value is the maximum number of seconds the ECU waits for sales terminal release of a drink code.

If you select **Pour Without Release** or **Send After Pour**, the timeout value becomes irrelevant.

Berg sets a factory default timeout value for each driver. Leave this value set at the default initially (typically 3 seconds). The ideal Timeout Value may vary from sales terminal to sales terminal. If you set it too low, drinks may ring at the sales terminal but never pour at Infinity (the ECU gives up waiting for approval and abandons the pour).

Setting the Timeout Value lower will not speed up the pouring of a drink after its request. It simply describes how long the ECU waits for the sales terminal to respond. It does not dictate how fast the sales terminal responds.

If you repeatedly have problems with drinks ringing at the sales terminal but not pouring on Infinity, increase the Timeout Value. This should solve the problem. If it doesn't, you might consider using the Pour Without Release option.

Timeout Value and the ECR Interface

If you're using an ECR compatible driver, the Timeout Value is a calculated numerical code representing a particular combination of the Key Press Time and Key Delay Time. Use only the specific Timeout Values calculated by Berg. The default Timeout Value of 25.70 should work for most sales terminals, but you may be able to increase the speed with which the sales terminal rings up drinks by using a lower value. To determine an appropriate lower value use the following procedure:

1. Start with the first Timeout Value at the top of the following table and test the interface.

Key Press Time (ms)	Key Delay Time (ms)	Timeout Value
100	100	25.70
90	90	23.13
80	80	20.56
70	70	17.99
60	60	15.42
50	50	12.85
40	40	10.28
30	30	7.71
20	20	5.14

2. If pour ring correctly, go to the next Timeout Value in the table and test the interface again. Repeat this step until you reach a Timeout Value that no longer rings correctly.

3. Move back up the table 2 lines and use that Timeout Value.

Tone or Pulse

The type of dialing used on the computer modem's telephone line.

Total Stock

This is the total number of containers of the brand on hand.

Transaction Mode

This option (used only by NCR) requires the operator to be signed in at the mainframe computer before Infinity can pour. In most cases, Berg recommends not selecting transaction mode. The sales terminal can better handle this option.

Type Modifier

A type modifier may be required by your sales terminal to distinguish a cocktail pour from a typical brand pour. If so, learn what the modifiers are and the order they appear in the drink code. You must include the type modifier in the Current Modifier Order list before you can enter the modifiers.

Unit of Measure

Choose from fluid ounces (fl oz), milliliters (ml), cubic centimeters (cc), centiliters (cl) or liters (l). The unit of measure you select is used to measure all drinks throughout the Infinity system.

Unregister

Deletes the selected user from the list of registered users.

Unregister Users

Accesses the Unregister Users screen.

Variable Export Name

You can give an export file a unique name using the following variable strings. These strings insert a date in the export file name. The dates are the date the export is run, not the date(s) of the archives being exported. If curly brackets do not match up or do not contain the strings below, they are left intact (as part of the file name).

Any part of the file name that uses date information will use the business date (see [End of Day](#)).

{grp} - Equipment Name that the export covers. (Note some characters may be removed from the Equipment Name if they are illegal in file names.)

{dd} - day of the month, e.g., 13

{ddd} - day of the week, short format, e.g., Tue

{dddd} - day of the week, full name, e.g., Tuesday

{mm} - two digit month number, e.g., 10

{mmm} - name of the month short format, e.g., Oct

{mmmm} - name of the month, full name, e.g., October

{y} - day of the year, e.g., 355

{yy} - two digit year, e.g., 06

{yyyy} - four digit year, e.g., 2009

{#} - first number to make the file name unique

{time format}, see below

A specified time format which includes any combination of the following within curly brackets:

hh (hour), **nn** (minutes), **ss** (seconds), **ampm** (if ampm is not part of the format, the 24 hour clock is used)

Example: {hhnnampm} = 0230pm

Examples:

exp{ddd}.txt = exptue.txt (if export is done on Tuesday)

{dd}{mmm}{yy}.txt = 13oct06.txt (if export is done on Oct 13, 2006)

{dd{xxx}.txt = {dd{xxx}.txt (brackets don't match up)

Variable Sales Terminal Data File Name

You can use the following strings to substitute for the sales terminal data file name. These strings are not used by the sales terminal to generate the file. They are used by Infinity to search for a sales terminal data file name that matches the date the Reconciliation report is run.

For example, suppose you define a variable file name such as {ddd}{dd}{mmm}.txt. On Tuesday, the 13th of October, you run a Reconciliation report. Infinity will look for a sales terminal data file named tue13oct.txt because it follows the {ddd}{dd}{mmm}.txt format and it matches the date the Reconciliation report is run.

{grp} - Equipment Name that the report covers. (Note some characters may be removed from the Equipment Name if they are illegal in file names.)

{dd} - day of the month, e.g., 13

{ddd} - day of the week, short format, e.g., Tue

{dddd} - day of the week, full name, e.g., Tuesday

{mm} - two digit month number, e.g., 10

{mmm} - name of the month short format, e.g., Oct

{mmmm} - name of the month, full name, e.g., October

{y} - day of the year, e.g., 355

{yy} - two digit year, e.g., 06

{yyyy} - four digit year, e.g., 2006

{#} - match the highest number in an existing file

{x} - match any set of strings. This allows you to read multiple files. This cannot be used in conjunction with {#}.

If curly brackets do not match up or do not contain the strings above, they are left intact (as part of the file name).

Any part of the file name that uses date information will use the business date (see End of Day).

Examples:

rec{ddd}.txt means Infinity will look for a file named rectue.txt (if Reconciliation is done on Tuesday)

{dd}{mmm}{yy}.txt = 13oct06.txt (if Reconciliation is done on Oct 13, 2006)

{dd{xxx}.txt = {dd{xxx}.txt (brackets don't match up)

pos{dddd}{x}.txt = postuesday.txt AND postuesday1.txt AND postuesdayabc.txt. All three of these files will be read.

Variance

The discrepancy between the sales and collected sales for each brand OR the discrepancy between the Sold pour volume and the collected volume for each brand.

Volume

Drink Volume or Pour Volume

Drinks appear on a Sales report, Pours on a Usage report.

Volume Cost

The cost (to you) of the volume poured. This is the cost per unit multiplied by the Pour Volume.

Volume Unit Cost / Cost per Unit

The cost (to you) of each volume unit. Derived from the container cost and container size entered when you set up a brand and set up containers. The actual volume units are often shown.

Wait for Release

Wait For Release means the ECU sends pour information to the sales terminal and then waits for approval (or release) before initiating a pour. (This communication occurs in hundredths of seconds.) Waiting for release ensures the drink isn't poured without ringing up at the sales terminal.

ECR terminals do not send an approval, so this feature is not available when you're using an ECR compatible driver.

Weekly Report Data

Reports on a business week of archive records stored at the computer. (A business week is defined by the End of Week day.) The week reported on can be the current week, 1, 2 or 3 weeks ago. The archive records available at the computer depend on the number of times you cleared sales at the ECU during the specified week. (The computer looks for all archive records with dates that match the days in the specified week.) To run this type of report the computer does not communicate with the ECU(s) or report on any data currently stored at the ECU(s).

Weeks Ago specifies which week's data to use for a Weekly report. 0 is the current business week (from the first day of the week to yesterday's end of business day), 1 is the business week before the current week, 2 is the week before that, etc.

Yes

Go ahead and clear sales data.

Troubleshooting: Tips

The following tips help you pinpoint the cause of a problem. This may help you solve the problem on your own or at least help you explain the problem to Berg service personnel.

Isolate the problem

- Have you checked all of your cabling and connections?
Some ECU problems can be solved by a simple reset of the ECU. Just unplug the ECU's power cord, wait for five seconds, and then plug it back in and try again. This is a good place to start for many electronics problems, even if you can't isolate and define the problem. This will not cause you to lose any sales or setup data in the ECU.
- Are all options in the software and at the dispenser(s) set correctly?
- What is the exact nature of the problem?
Does the PC lock up or crash? Are your reports inaccurate? Are your dispensers not pouring? Are scheduled events not running? Try to narrow down the diagnosis by testing and excluding specific possibilities, one at a time. Determine, if possible, whether the problem lies in the software, or in the computer hardware or in the station components.

Determine the scope of the problem

- Is the problem continuous or intermittent? Is it predictable or repeatable? If so, how?
- Are all prices and portions affected, or only some of them?
- If it involves the software, what exactly does the screen say? Describe it and write it down.
- What was the last thing you did before the problem appeared?
- Have you previously done the same operation successfully, with the same setup? Recently?
- Does the problem happen with cocktail pours?
- Does the problem happen with comp pours?
- Does the problem happen with manual pours?
- Does the problem happen with alternate sizes?
- What have you done to try to fix or work around the problem? Did it work?
- How severe is it? Does it prevent you from operating?
- Did this occur while you were operating live, or in a Schedule?
- If it involved a schedule running, what do the schedule log and the related .ERR file say?
- If it involves a TAP 1 ECU, are you operating in stand alone mode, or are you interfaced to the Infinity software?
- Is there diagnostic information available?
- Did you try any of the available diagnostic checks? (e.g. Check ECU Memory, the Diagnostics menu, Scandisk or Chkdsk, virus checkers, etc.)

Review your system setup

If you decide to call Berg personnel for assistance with a problem, they are likely to ask you a variety of questions to help diagnose the problem. You can help by being prepared to answer questions about your Infinity setup and the exact nature of the problem.

- Are you using Infinity, TAP 1 or 1544 Infinity ECUs? If the problem happens on one type, does it happen on the other?
- Are you using a local or modem network?
- Are you using an ECR or POS interface and Interface software?
- Have you recently changed anything in your Infinity system setup and configuration?
- Have you recently installed other new devices or software on your computer?
- What version of the Infinity software and ECU EPROMs?

Troubleshooting: Avoiding Problems

You can avoid some of the most commonly-reported problems by performing the following procedures.

Calibration

Taking the time to calibrate the system prevents future pouring problems. If you don't calibrate the dispensers in your system, inconsistent portion sizes can result. You should calibrate all dispensers at the time of installation and any time you install a new dispenser or make changes to tubing runs. See the Calibration section.

Back up configuration settings

With a backup copy of all your setup data, you're prepared in the event of computer problems. You should back up configuration settings at the time of installation and any time you make changes to setup data. See Store Configuration Settings in the Database Management section.

Maintain the system

Perform cleaning and maintenance tasks at regularly scheduled intervals. This extends the useful life of your dispensers and prevents electrical and pouring problems. See the Maintenance section of this manual and the Laser and TAP 1 Manuals.

Troubleshooting: Local Network Communication Problems

Communication errors can occur for a number of reasons, and can be difficult to isolate. Once diagnosed however, the problem is usually a faulty cable connection. The two most effective tools for solving communication problems are the loopback tester (Berg PN 8009196), and the RS485 network tester (Berg PN 8005830). Both come with detailed instructions.

Local network connections

The first step in finding a communications problem is to check all connections as described below. You want to determine whether the communications fail for only a single ECU, or for all ECUs within a network. Check the following connections:

1. Is the RS-232 to RS-485 converter plugged into the computer's serial communications port?
2. Is the power transformer for the converter plugged into a 'live' outlet and into the converter?
3. Is the network cable plugged into the converter?
4. Are the ECUs' power cords plugged into a 'live' outlet?
5. Is the network cable connected to the computer? (If a TAP 1 ECU is included in this network, there is an additional adapter cable assembly that connects between the network cable and the first TAP 1 ECU.)
6. Are the ECU addresses correct? Be sure each has a unique number.
7. Is the communications baud rate for the network set to the same baud rate as the ECUs?
8. Is the correct communication port (entered during Network setup) being used?
9. Are the settings for the COM port itself correct?

If you're having trouble communicating after updating from a DOS version of Infinity, the problem may be due to changes made to the COM port's IRQ or address with the old version of Infinity. Those settings are no longer made in Infinity; they're defined by Windows. Find a copy of the settings from your old version and enter them using Windows.

Loopback tests

If you can't determine the problem by checking cable connections, perform loopback tests until the problem is diagnosed. See Loopback Test in the Communications menu for help with performing the tests. Perform the tests in the following order:

COM port Loopback Test

1. Unplug the converter from the computer's COM port.
2. Run the Loopback Test.

If there are errors with the loopback tester disconnected and no errors when you connect the loopback tester, the COM port is OK. Perform the converter loopback test.

If there are errors, either the COM port is incorrectly specified or the port is defective. If you're unsure this is the port you're looking for, try plugging the loopback tester into another 9 or 25 male pin port and see if the screen keeps counting errors. If any port you try doesn't quit counting

errors, you may have a defective serial port or you may need to change the system's settings for your COM port.

Converter loopback Test

1. Unplug the loopback tester from the computer's COM port and plug the converter back into the COM port.
2. Disconnect the network cable from the converter.
3. Connect the test cable supplied with the loopback tester to the converter (interconnecting the loopback tester and converter).
4. Run the Loopback Test.

If there are no errors, disconnect the loopback tester and see if errors occur. If they don't, you've specified the wrong port. If they do, the converter and its transformer are OK. Perform the network cable loopback test.

If there are errors, the converter and/or its transformer are not working. Substitute a different converter or transformer and run the test again.

Network Cable Loopback Test

1. Unplug the loopback tester from the converter and reconnect the network cable.
2. Disconnect the other end of the network cable from either the network junction box or an ECU, and plug that end of the network cable into the loopback tester.
4. Run the Loopback Test.

If there are no errors, the network cable is OK.

If there are errors, replace the network cable ends. If the test still fails, the cable is probably defective somewhere in the middle of the cable, and should be replaced.

If the loopback tests verify proper operation of components but communications still fail for only a single ECU, or for only a few ECUs (but not all), perform the ECU Communication Tests to test the individual ECU cable(s).

If communications fail for all ECUs within a network, the problem is either in the software configuration (e.g., the baud rate is set incorrectly), or in some hardware component or connection between the computer and the network.

ECU communication tests

Use these tests if only some of the ECUs in the network are not communicating with the computer. See Communication Test in the ECU Diagnostics section for help with performing the tests.

1. Disconnect all cables from one of the non-communicating ECUs.
2. Connect the ECU directly to the computer using a known good converter and cable. The only cables required for communication are the power cord and the communication cable.
3. Run the Communication Test.

If there are no errors, the ECU is probably OK. Using Berg's RS485 Network Tester (PN 8005830) will give you a more certain result.

If there are errors, check the baud rate and ECU number set in the software and in the ECU (unplug it first). If the settings are correct, try replacing the CPU board in the ECU.

(If you switch boards, set the ECU number and baud rate in the ECU before re-trying the Communication Test.) If there are still errors, replace the ECU.

Daisy chain cables

If the ECU(s) test out OK, test the cable connecting the ECUs in the network. If you have a problem communicating with the last ECU(s) in a daisy chain, the problem is usually a cable problem.

1. Disconnect the last ECU in the chain and take it to the ECU it was connected to.
2. Connect a short jumper cable between the 2 ECUs.
3. Run a Communication Test.

If there are no errors, the problem is in the cable previously connecting the ECUs.

Troubleshooting: Remote Network Communication Problems

Remote network communication errors usually include modem errors and/or cabling connections.

Check modem requirements

If you suspect a malfunctioning modem, first check to make sure that the modem's type, configuration and operational settings are consistent with the requirements of the Infinity system.

- ▶ All modems must be Hayes compatible—that is, they must respond to the “AT” command set and must have Hayes compatible S registers.
- ▶ A separate phone line must be provided for each modem.
- ▶ Is the problem continuous or intermittent? Is it predictable or repeatable? If so, how?
- ▶ If the phone lines at the installation are controlled by a PBX system, call the PBX dealer to see if that particular PBX system is compatible with modems.
- ▶ Berg's RS-485 to RS-232 converter must be inserted between the network modem and the first component of the network.
- ▶ The baud rate setting for all ECUs served by the same modem should be set to the same value, not to exceed the transmission capacity of the modem itself.

Check modem lights

▶ If you have an external modem with status lights, observe the reactions of the lights to attempted communications. (A special communications utility such as Telix, ProComm, Q-Modem, etc. may be helpful for these sorts of diagnostic tests.) With configured modems properly connected, check to see that the AA (Auto Answer), TR (Transmit), and MR (Modem Ready/Power) lights are on. The HS (High Speed) light may also be on. As the modems communicate, the data or send-and-receive lights should blink.

▶ If the lights on the modems are labeled differently, use the above names/labels as a guide. Also, some modems have only two lights, for power and data. Verify as much as you can from the available lights on the modems.

Check modem speakers

▶ Most modems have a speaker. As you test the modem, you should be able to hear it take the phone line off-hook and dial. At the network modem, you should hear the phone ring, and the modem answer, and then the carrier tone.

Check network software setup

Verify that the network setup information is entered correctly.

Communication test

If the software is configured correctly, test modem communications by running an ECU Communication Test. See Communication Test in the ECU Diagnostics section for help with performing the test.

1. Run the Communication Test.
2. As the test is running, monitor the indicator lights on both modems. (You will need an assistant at the remote location.)

Verify the following status-light activity:

The data or send-and-receive light should flash on the computer modem. The Off Hook light should turn on, indicating that the modem is dialing, and the Auto Answer

light also should turn on.

On the network modem, the Off Hook light should turn on, indicating the network is trying to answer, and you should then hear a loud screeching, static-like sound. When the modem has successfully answered, the Carrier Detect light should turn on at both modems.

During communication, the data or send-and-receive lights should blink at both modems.

3. Stop the test.

Both modems' Off Hook lights should turn off, indicating the modems have disconnected from the phone line. The lights on the modems should return to their original 'ready' states.

If the modem lights do not respond as described above, test whichever modem seems to be at fault (or both modems) with some other communications application (for example, by dialing an online service or Internet provider).

If either of the modems fails in a test with another application, replace that modem and repeat the test.

If the modem lights do respond as described above, but communications still fail, the problem may be within the Infinity components. Perform the loopback tests listed under Local Network Communication Problems in this section. Use a gender changer and treat the network modem's 25-pin D connector like the computer's serial port to perform the test. Then remove the gender changer and plug the modem converter in and proceed to test it and then the communication cable.

Troubleshooting: Modem Dip Switch Settings

If you use a modem supplied by Berg, you don't have to worry about these settings. If you use a non-Berg modem, Berg does not support it.

Computer Modem

DTR Normal
Auto Answer Off
Carrier Detect Normal
Load Factory Defaults
Load Factory Defaults

Station Modem

DTR Forced
Auto Answer On
Carrier Detect Forced
Load Factory Defaults
Dumb Mode

Troubleshooting: Pouring Problems

Laser won't pour:

If you are interfaced, there are additional reasons why you may not pour. The Laser manual also has a section on pouring problems.

1. Check the Price Level light on the remote console or station.

A. Light is on. Write down the current price level. Look at the gun and write down the current size. Go to step 2.

B. Lights are flashing.

*i. Fast flashing. **Memory is cleared. Do a clear and restore memory and repeat step 1.*

*---ii. Slow flashing. **Power supply short circuit. Repair or replace power supply.*

C. Lights are off.

---i. Make sure unit is plugged in and power is not switched off to the electrical outlet.

---ii. Make sure that the console/station is properly connected to the ECU.

---iii. From Infinity Manager, enable the ECU. If lights do not go on, see information in Steps 2 B and 3 for identifying ECU and dispenser.

---iv. Dead unit?? Power supply, board, battery ???

2. Make sure you are using the ECU you expect.

From Infinity, disable the ECU using a station or group which only contains this ECU. (Use F8 to find the station for this ECU. Then press F9 and click on the plus sign to make sure no other ECUs are in this same station. If so, create a station that only contains this ECU and proceed.)

A. Lights go off. Go to Step 3

*B. Lights do not go off. ** You have misidentified the ECU. Check the ECU number by looking at the DIP switches. Or if you have more than one network, use Infinity Manager to make sure this unit is defined and connected to the network you think it is. Using the correct identity, repeat step 2.*

C. Communication error. You must fix the communication error before we can proceed. Make sure the ECU/network is what you think it is. Try using the Communication Wizard in Manager. Then repeat step 2.

3. Make sure you are using the dispenser you expect. Enable the ECU (you disabled it in step 2).

Unplug dispenser from ECU and see if lights go out. Check laser board jumpers and position of boards. Make sure this dispenser is defined in Manager.

4. From Diagnostics, run Compare ECU.

A. ECU matches database, proceed to Step 5

*B. ECU does not match database. **This unit does not have the right settings. Run a clear and restore memory. If pouring does not start, return to step 1.*

5. If you are interfaced. Use Interface | Settings to check Pour communication

A. Pour without release or send after pour. Go to step 6.

B. Wait for release.

---i. Change the setting to Pour without release.

-----a. Still does not pour. Go to step 6

-----b. Pours. There is a problem with the interface. Go to Interface problem article.

6. Check portion. In Pouring | Assign Brands, see if any brand is assigned to that button that won't pour.

A. If no assignment, assign the brand you want and go to step 1.

B. Brand is assigned. Replace brand with test pour.

---i. Still does not pour. Go to step 7.

---ii. Pours. Reassign the original brand. Click on Modify and check the portion for the price level and size noted in Step 1A.

-----a. Valid portion is present. Go to step 7.

-----b. Portion is zero

-----I. If you want to be able to pour this price level size, add the portion needed. Go to Step 1.

-----II. If you don't want to pour, restrict the system from putting your dispenser into this price level or size.

-----A. Wrong Price Level. Price level changes can be restricted at the ECU by using ECU setup. Also check that a

schedule does not put your ECU into a price level you do not want. You can also use Pouring | Brand Operation | Select Price levels and Sizes to exclude the number of price levels allowed (this however, does not prevent someone from putting the ECU into those price levels). If you select 1 price level, you should do so for all product types used on this ECU (or for Infinity release before 4.31, you must set all product types to have a single price level). Infinity uses "A" as the single price level and without meeting the above conditions a restore station memory will put the unit into price level B which will be undefined and won't pour.

-----B. Wrong size. Train your employees not to put the dispenser into this size and how to recognize when they are in a improper size. Another trick sometimes used is to set illegal sizes to match the most popular size. That is, if you only use Regular size, you can set small and large to pour the same portions. (This can also be used for price levels not used.)

(If cocktails won't pour, make sure that cocktail mode is enabled and that you are in cocktail mode. Similarly, check the definition of the cocktail for ingredients that have non-zero portions for the price level you are using. Also check that you are using the correct bank of cocktails.)

8. Does gun click when you press the button? (You will need to listen near the solenoids).

A. Yes.

----i. Check calibration numbers. Cal numbers resulting in an extremely short pour may not allow enough time to dispense any liquid. Go to to initialize cal values and change to cal defaults. Retry the pour.

----ii. Look for mechanical reasons

-----a. Nothing pours. Air compressor not plugged in; air leaks; cable crimps; air cabling improperly installed; check circuit breakers.

-----b. Single brand doesn't pour. Lines crossed; clogged lines; no line connected; out of liquor; pump failure; pump clogged; leak / cut in line; Check for clogged diffuser screen.

B. No. Look for electronic reasons.

----i. Does gun only pour brands 1-6 or brands 7-16? Yes. Bad ground wire in switch pack.

----ii. switch pack failure.

----iii. Simultaneous pour jumper

Special Case:

1. Does not pour when calibrating. Turn off interface or set to pour without release before calibrating.

Price level fails to switch (All-Bottle and Laser)

If dispenser price levels do not switch, but other operations appear normal, verify that price-level changes are enabled in the ECU definition. If the feature is enabled and the problem persists, isolate it as follows:

1. Replace the ECU with a substitute 'test' ECU, and try again.

Make sure the baud rate and ECU number of the test ECU match those of the suspect ECU.

If price levels switch with the new ECU, the problem was in the dispenser controller board or the CPU board of the original ECU.

2. If price levels still do not switch, unplug the cables connecting the dispenser to the replacement ECU, and inspect the connections for problems such as moisture, bent pins, corrosion, etc.

3. Whether or not you find an obvious connection problem, plug the cables into the original ECU (not the ECU you used for the test in step 1 above), and try again, and/or replace the cables and try again.

4. If still unsuccessful, remove the All-Bottle or Laser dispenser from its mounting plate and remove the cover.

5. Place the probes of an ohmmeter on the common and normally open leads of the switch.

The meter should read > 1000 ohms when the switch is open, and < 2 ohms when the switch is closed.

If the readings are incorrect, the switch is defective or incorrectly assembled, and should be replaced.

ECU stops pouring

1. Verify that the ECU is properly connected to all dispensers.
2. Verify (in software) that the portion and price level of the brand in question is not set to zero, and that the ECU itself is not disabled at the computer.
3. If a POS Interface driver is loaded and enabled, check to see if the sales terminal is in the correct mode. Then test with the ECU in the Pour Without Release mode or with POS bypass enabled. Try with the driver removed.
4. If these preliminary tests do not identify the problem, reset the ECU electronics: unplug the AC line cord from the ECU, wait five seconds, and then plug it back in.
5. If the problem persists, and the ECU includes an All-Bottle dispenser, realign the activator ring. See Align All-Bottle Activator Rings in the Calibration section.

If the unit then pours, the activator ring alignment is probably 'drifting'. This can be caused by an aging activator ring, contamination of circuit boards, or loose or dirty cable connections. Another possible cause is immersing the activator ring in water or ice which can temporarily change the alignment.

6. If the problem persists, restore the ECU memory. See Restore Memory in the ECU Diagnostics section. (This clears ECU sales, so run an Archive and Clear Sales (Z) report first if you want to save the data.)

If the unit then pours, the ECU had probably lost its memory, which can be caused by a dying battery on the CPU board. To test the battery, unplug the ECU again, wait one minute, plug it in again, and see if the ECU is still pouring and recording portions properly. If the ECU fails again, replace the battery. If the ECU does not fail again, the CPU board may be defective.

Memory loss at the ECU may also be caused by 'dirty' AC power. The ECU is computer-grade equipment and sensitive to erratic power from a circuit shared by other electrical devices. Berg strongly recommends that each ECU derive its power from its own dedicated circuit, and/or via a line filter.

Dispenser portions become inaccurate

- ▶ Switch the assigned brand to Test Pour. This brand has a fixed set of portions you can test the dispenser with.
(Remember to switch back to the correct assigned brand when you're done testing.)
- ▶ Are the portion sizes entered accurately at the computer?
Check the portion sizes for the assigned brands at the price level and size you're trying to pour.
- ▶ If you have Laser dispensers, the simultaneous pouring of the same brand at more than one dispenser can cause minor inaccuracies in portion size.
- ▶ The magnitude of this potential inaccuracy depends on several factors that are specific to the physical configuration of the system, including the number of Laser

dispensers supplied by a single tubing run, the lengths of tubing runs, and the size of tubing used.

► A jumper setting on the Laser controller board in the ECU can set a 'lockout' feature that prevents the pouring of any brand at that dispenser if a pour for the same brand is already in progress at any other Laser dispenser. If this lockout feature has been disabled at the dispenser in question, simultaneous pouring of a single brand is possible, which might account for the inaccurate portions. (To determine whether the lockout feature is enabled or disabled, check the position of jumper JP4 on the Laser controller board. See Set Laser Controller Board Jumpers in the Hardware Installation section.)

► Any other pouring inaccuracies are probably due to lost or otherwise disrupted calibration values. A recalibration of the brand should restore accurate portion sizes. See the Calibration section.

Erratic portion size

► Is the All-Bottle pourer "gummed up" or sticky?

If so, turn the bottle to an upside-down diagonal and hold the pourer under warm running tap water for fifteen seconds. If that isn't enough, remove the pourer and run hot water through it for two minutes. See Clean the All-Bottle Coded Pourers in the Maintenance section for instructions for cleaning the pourers after every bottle. (This is especially important with thick liqueurs.) If you are cleaning a pourer regularly but the problem persists or recurs, replace the pourer and send the suspect pourer to your dealer.

Brand does not pour at all (or just at one size)

► Switch the assigned brand to Test Pour. This brand has a fixed set of portions you can test the dispenser with. (Remember to switch back to the correct assigned brand when you're done testing.)

► Are the portion sizes entered accurately at the computer?

Check the portion sizes for the assigned brand at the price

► Are you attempting to pour complimentary drinks where comps are disallowed?

Troubleshooting: Software Problems

Software runs but not properly

- ▶ Check available hard disk space.
- ▶ Check your system resources. If they're at 50% or below, close other programs.

▶ Did you recently change anything on your computer (particularly installing other software)? If you've been using Infinity without any trouble and then suddenly encounter a problem, this could be the cause.

Error and Warning Messages

▶ Error messages, warnings and popup questions are numbered for easy identification and reference. (When the messages appear in a list box, status line or otherwise on a form or in a file, they are not numbered.) See the Software Messages section or online help for a complete list of message explanations.

Troubleshooting: Report and Export Problems

Report problems are usually related either to printer errors or database errors.

Reports do not print

If Infinity reports do not print at all, investigate the problem by this step sequence:

1. Verify that the printer is turned on, on-line, and properly loaded with paper.
2. Verify that the printer cable is securely fastened at each end—to the printer, and to the proper computer port.
3. Verify that the printer is set up as the default printer in Windows. (Infinity prints all reports using the default printer.)
4. Execute the printer self-test. (If necessary, refer to the printer manual for directions to execute a printer self-test.) If the printer self-test does not print, then the problem is in the printer. Repair or replace the printer. If the printer self-test prints as it should, then the problem is probably in the computer.
5. If the printer is ready, but Infinity reports still don't print, try printing something from another software application. If other applications can print, restart the computer to try to reestablish the printer connection.

Incomplete reports

- ▶ Check the paper supply.
- ▶ Check the printer's print head. Brush out any dust or paper impeding the print head.
- ▶ Did the computer suffer a loss of power while a report was running? Even a momentary flicker in the power supply, as sometimes occurs during storms, can cause database errors if a report is in progress.
- ▶ Perform the Infinity database diagnostic procedures included in the Utilities program. (See Check the Database for Errors, Rebuild the Database Index Files and Repair the Database in the Database Management section.)
- ▶ Reload the backup copy of system-configuration data you stored after installation, or reload from a recent backup.
- ▶ Investigate possible hard disk problems.

If the disk is full (or close to full), delete any outdated or unnecessary files.

To reduce the space used by Infinity sales records, Clear Sales from your database at the computer. This erases all Infinity archive sales records. (See Clear Sales from the Database in the Database Management section.)

Remove saved Infinity report files you no longer need. (See Managing Report Files in the Reports section.)

Set the Archive Record Storage Length to a lower limit to conserve hard disk space. (See Data Storage and Display

Options in the Configuration Options section.)

Several commercially available diagnostic utilities (PC Tools Deluxe or Norton Utilities, among others) can automatically inspect the surface of a hard disk and report on any irregularities, and can even recover most—or all—of the data in the event of an otherwise catastrophic disk “crash.”

Troubleshooting: Schedule Problems

Schedule stops prematurely

- ▶ Verify that an “Exit Schedule” action is not defined for the schedule.
- ▶ Check the schedule log and error log.

The schedule log indicates when the schedule was started and stopped. If password protection is enabled, the name of the user who stopped the schedule is recorded in the log. If there is no “Ending Schedule X.SCH” entry in the log, a power failure probably caused the computer to restart. Consider adding the schedule to your Windows StartUp group or folder. See Run a Schedule in the Schedules section.

A numbered code identifies each error message (for example: ERROR CM26). Use the code to select from the following error categories.

[Communication \(CM\) Error Messages](#)

[Database \(DB\) Error Messages](#)

[Interface \(ECR\) Error Messages](#)

[General \(GE\) Error Messages](#)

[Infinity \(INF\) Error Messages](#)

[Manager \(M\) Error Messages](#)

[Report \(R\) Error Messages](#)

[Setup \(S\) Error Messages](#)

[Schedule \(SCH\) Error Messages](#)

[Utilities \(U\) Error Messages](#)

See also [Question Messages](#) and [Warning Messages](#)

Communication (CM) Error Messages

Note that all communications with an ECU are tried three times. An error must be persistent in order to produce an error message. For a communication log, put the program into diagnostic mode (Ctrl-Alt-D from main menu) and run the operation. Close the program and send the debuginf.txt file to Berg.

[CM01 - CM09](#)

[CM10 - CM19](#)

[CM20 - CM29](#)

[CM30 - CM39](#)

[CM70 - CM79](#)

ERROR CM01: Can't open comm port.

Problem This message should be preceded by CM20, CM21 or CM22. See those messages.

ERROR CM02: Can't transmit data. Check comm port.

Problem Communication data being sent through the comm port never got transmitted. (The maximum time the software waits for a transmission is 0.4 seconds (80 x 50 ms) This is probably a problem with your comm port.

Remedy Try using a different comm port or installing a new port. Rebooting or shutting down other programs may work if multiple programs are contending for the port.

ERROR CM03: No response from unit. Fix Communication problem.

Problem The message to the ECU was successfully sent but no response was received from the ECU. This is the most common communication error. After waiting 0.4 seconds (80 x 50ms) for each communication try, no legal response was received (both an STX and an ETX must be received). Usually, if you see this message, nothing was received from the ECU. There are many reasons for this error including the ECU has no power, the ECU is not connected in the Infinity network, a converter is not present or has no power, the wrong port has been selected or there is a loose network connection. For some older units, this error can mean a mismatch in the security code (see CM19).

Remedy Try the operation again. Check all connections to the ECU and power to the ECU.

Diagnosis Use the Communication Wizard to diagnose the problem.

ERROR CM04: No answer from modem. Check modems or fix communication problem.

Problem This occurs on a modem network when the phone connection could not be made. Both modems need to be operational. Check modem settings and the modem init string and phone number. Both modems must not be in use by another program and must be powered on. Sometimes modems just don't connect.

Remedy Try the operation again.

Diagnosis Any of the conditions listed under CM03 can apply. Note that the Communication Wizard cannot be used on a modem network.

ERROR CM05: Noisy communications line. Fix Communication problem.

Problem A complete message was sent to the ECU but the content was corrupted. This is often the result of a noisy communication line.

Remedy Try again. Replace the communication line. Make sure you have not exceeded the recommended line length for communication line.

Diagnosis Debuginf.txt

ERROR CM06: Incorrect ECU responded.

Problem The wrong ECU has responded to a communication message. One possible reason this can happen is when an ECU has the wrong security code.

Remedy Retry. If problem persists, identify the offending ECU. Cycle power on that ECU and Clear and Restore its memory.

Diagnosis Use debuginf.txt to identify the ECU that is inappropriately responding. You can also run communication tests with show error check on each ECU to see if one has the wrong security code (CM19).

ERROR CM07: Unit received an invalid command.

Problem The ECU received a message that it does not know how to handle. In many cases, this is because the PC has misidentified the type or version of the ECU.

Remedy See CM12

Diagnosis See CM12.

ERROR CM08: Unit received an invalid price level.

Problem The ECU received a change price level command but the intended price level is out of range. This is an unlikely error.

Remedy Retry.

Diagnosis debuginf.txt

ERROR CM10: Unit received an invalid file number.

Problem ECU cannot return the type of information that the PC has requested. Usually, this means that the ECU type or version doesn't match the definition in the database. You can also get this error if more than one ECU has the same ECU number.

Remedy See CM12.

ERROR CM11: Unit received an invalid record number.

Problem ECU cannot return the amount of information that the PC has requested. Usually, this means that the ECU type or version doesn't match the definition in the database. It could also mean the dispenser types do not match.

Remedy See CM12.

ERROR CM12: Record overflow.

Problem ECU has reported that the amount of data requested exceeds the amount that can be returned. Usually, this means that the ECU type or version does not match the one listed in the database.

Remedy Try Compare ECU to Database in Diagnostics. This will show if the ECU definition differs from the database. If differences are noted, run Clear and Restore Memory to reset the ECU to the proper type and version. This can also result from a corrupted database. Run Check Database and Repair Database.

Diagnosis Put program into diagnostics mode. Run the operation again. At the error message, click on diagnostics button and record the information. Forward this info to Berg along with standard information.

ERROR CM13: Unrecognized response code.

Problem The returned response code is unknown.

Remedy Retry. Reboot and then retry.

Diagnosis Forward a debuginf.txt file to Berg.

ERROR CM14: Network record not found.

Problem Network being used by this operation could not be found in the database. This could be a corrupted database or it could mean corrupted memory.

Remedy Reboot. Retry. Possibly repair database.

Diagnosis Run Check Database and Repair Database

ERROR CM15: Hardware Station record not found.

Problem Hardware Station being used by this operation was not found in the database. Possible database corruption. See CM14.

ERROR CM17: The ECU EPROM does not match the expected ECU type. Run Clear and Restore Memory or you may need to delete this ECU.

Problem The ECU type recorded in the database does not match the type of unit.

Remedy Set correct unit number on ECU. You may need to delete the current ECU. This message will appear when upgrading from Infinity to Infinity with All-Bottle ID. Use Clear and Restore Memory to make needed changes, then go to Setup ECU/Hardware Station to change the All-Bottle dispenser type. If the database shows Infinity with All-Bottle ID and the ECU is actually Infinity with All-Bottle 7, you must delete the ECU to make this change.

Diagnosis Check ECU number. Compare ECU.

ERROR CM18: Unit busy. Please retry later.

Problem The ECU cannot perform the operation you requested since it is performing some other task at the moment.

Remedy Retry when the other operation is completed.

ERROR CM19: Invalid security code.

Problem The security code in the ECU does not match the security code in the database. When this happens, no communication is possible between the ECU and PC.

Remedy Cycle power on the ECU to clear its security code. Then Clear and Restore Memory to send the security code to the ECU.

ERROR CM20: Port %d is currently in use.

Problem Port is being used by another program or device. The device may be a modem or a mouse. Note that some programs will not release the port until they are exited. If a program crashed while using the port, the port may still think it is in use. When running a program in a DOS window, the

DOS window will hold on to the port (even after the program completes) until the DOS window is closed. See also CM22.

Remedy Close other programs using the port. Close DOS windows. If this doesn't work, reboot to clear the port.

Diagnosis Check that you are using the correct port; the Communication Wizard can be used for this.

ERROR CM21: Port %d does not have appropriate hardware.

Problem 8250 UART or better is required to use the comm port. Most equipment (com boards, PCs, modems) will easily fulfill this requirement.

Remedy Upgrade your port or PC; it is very old.

ERROR CM22: Port open error %d on port %d. Port may be in use or may not exist.

Problem Port could not be opened, usually for one of the following reasons. Port is being used by another program or device. The device may be a modem or a mouse. Note that some programs will not release the port until they are exited. If a program crashed while using the port, the port may still think it is being used. When running a program in a DOS window, the DOS window will hold on to the port (even after the program completes) until the DOS window is closed. This can also mean the port does not physically exist on the computer or is not defined to Windows.

Remedy Close other programs that are using the port. Close DOS windows. If these do not work, reboot to clear the port.

Diagnosis Check that you are using the correct port; the Com wizard can be used for this.

ERROR CM23: Tone/pulse settings do not match for port %d

Problem The tone/pulse selection on modem network setup does not match your modem settings.

Remedy Change network setup or the settings on the modem.

ERROR CM24: Not supported on demo

Problem Demo attempts to mimic the operation of the live operation without actually attempting any communication. The operation attempted does not have a demo equivalent. It cannot be demonstrated.

ERROR CM25: Only ECU # is allowed to communicate with this demo program.

Problem Demo Infinity can be switched to do live connection. But only a single ECU is allowed to be connected. This operation has attempted to communicate with a different ECU.

Remedy Install DEMO again, selecting a different ECU number.

ERROR CM26: You must upgrade your EPROM to use this version of Infinity.

Problem The type of operation cannot be performed by this version of EPROM. Some features cannot be performed by all EPROM's.

Remedy Contact BERG for the latest version of EPROM for your ECU type.

ERROR CM27: The EPROM version has been changed. Run Restore Station Memory before continuing.

Problem The ECU version type has not been recorded properly in the database

Remedy Run Clear and Restore Memory.

Diagnosis Run Diagnostics | Get Version.

ERROR CM28: MEMORY CORRUPTION DETECTED! Operation will continue.

Problem The ECU has examined its memory and found corruption. The current operation will continue but you may not be able to trust the state of the ECU.

Remedy Clear and restore memory. You may need to cycle power on the unit.

Diagnosis debuginf.txt

ERROR CM29: Unexpected sequence number. Retry operation or delete ECU.

Problem The EPROM and PC have gotten out of sequence. The current operation is stopped. Often this is a timing problem. This can also mean that the ECU does not support sequence numbers.

Remedy If this is a timing problem, retry operation. If sequence numbers are not supported, you will need to delete the ECU. This error can also result from a noisy communications line ([see CM05](#)).

Diagnosis If the error is reproducible, put the program into diagnostic mode and rerun the operation and send the debuginf.txt file to Berg personnel. Run Clear and Restore Memory. If you get a CM17, this is the wrong ECU type and you must delete the ECU. Run Compare ECU from Diagnostics to check ECU type and version.

ERROR CM30: Unit received a bad parameter.

Problem The communication request has one or more bad parameters.

Remedy Retry operation. Upgrade software or firmware if necessary.

Diagnosis Make sure that you are using the most recent software and firmware. Put program into diagnostics mode. Run the operation again. At the error message, click on diagnostics button and record the information. Forward this info to Berg along with Debuginf.txt.

ERROR CM31: Request exceeds device limits or capabilities.

Problem The communication request is asking for a functionality that is not supported or is exceeds the maximums allowed by the intended device. Example: Referring to size 4 when only three sizes are supported.

Remedy See CM30.

Diagnosis See CM30.

ERROR CM32: Unit received an illegal request.

Problem The communication request does not have the proper syntax. The function will not be performed.

Remedy See CM30.

Diagnosis See CM30.

ERROR CM33: Unit detected a transaction error.

Problem Groups of communication requests are often combined into transaction meaning all of the requests in the transaction grouping should be performed together. Transaction errors include closing a transaction when one is not open or opening a second transaction when one is already open.

Remedy See CM30.

Diagnosis See CM30.

ERROR CM34: Internal Communication error returned from unit.

Problem This is a non-specific communication error. A device may not be able to interpret the request or may not have implemented this command.

Remedy See CM30.

Diagnosis See CM30.

ERROR CM35: Device did not finish the previous re-program operation and must be re-programmed.

Problem If a re-program operation is interrupted, then the device being programmed will not be able to restart. However, by powering the device off, it will be able to be programmed again. Note that you will see this message at the beginning of the re-program operation when you are recovering from this situation.

Remedy You must re-program the device.

ERROR CM36: ECU Disk Error. SD Card may be missing, dislodged or corrupt. If problem persists, try using**Diagnostics | Re-format SD Card**

Problem Dispenser Network ECU is having trouble reading or writing to its SD card.

Remedy Retry. Try doing a clear and restore memory or Re-format SD Card. Perhaps the SD card will need to be replaced. You need to open the ECU cover to check the SD card.

Diagnosis See CM30.

ERROR CM37: The following devices are not responding:

Problem ECU communication is OK but one or more Dispenser network devices were not responding.

Remedy Repair connections or try again if device was busy.

Diagnosis Check network connections and power to device. Also See CM18 or CM30.

ERROR CM38: @1 is currently busy. Retry this operation when devices are ready.

Problem One or more devices cannot perform the operation you requested. They are performing some other task or are in a special mode at the moment.

Remedy Retry when the other operation is completed.

ERROR CM39: Buffer Overflow. Retry this operation.

Problem The reply is larger than can be handled.

Remedy Retry the operation. Call Berg if the problem persists.

ERROR CM70: Unable to interpret response.

Problem The response from the ECU can not be interpreted by Infinity. The response is being ignored.

Remedy See CM30.

Diagnosis See CM30.

ERROR CM71: Required response keyword is missing.

Problem The response to this request requires a keyword. The response is being ignored.

Remedy See CM30.

Diagnosis See CM30.

ERROR CM72: Response value is illegal.

Problem The value returned for a returned keyword is not appropriate or is out of range. The value was ignored.

Remedy See CM30.

Diagnosis See CM30.

ERROR CM73: Response value does not match request.

Problem The value returned for a returned keyword does not match what was requested. The response is being ignored.

Remedy See CM30.

Diagnosis See CM30.

Database (DB) Error Messages

[DB00-09](#)

[DB10-19](#)

[DB20-29](#)

[DB50-59](#)

ERROR DB00: Network name not found.

Problem Network being used by this operation could not be found in the database. This could be a corrupted database or could mean corrupted memory.

Remedy Reboot. Retry. Possibly repair database.

Diagnosis Run Check Database and Repair Database.

ERROR DB01: Hardware Station name not found.

Problem Hardware Station being used by this operation was not found in the database. Possible database corruption. See DB00

ERROR DB02: Brand number in brand list not found.

Problem A Z or archive record refers to a brand that does not exist. Possible database corruption.

Remedy Reboot and retry. Fix database if corrupted. Or run clear sales to remove all archive records.

Diagnosis Run Check Database and Repair Database.

ERROR DB03: Cocktail information not found.

Problem A Z or archive record refers to a cocktail that is not defined or assigned. Or an assigned cocktail refers to a cocktail which does not exist. Possible database corruption.

Remedy See DB02.

ERROR DB04: Brand information not found.

Problem A brand assignment record does not exist in the database which is referenced in some way. Possible database corruption.

Remedy See DB02

ERROR DB05: Configuration record not found.

Problem Database configuration record is not found. This usually means that this is an empty database that was not properly installed.

Remedy Reboot and retry. Restore backup of the database. Or reinstall Infinity.

ERROR DB06: Hardware Station Z records not found.

Problem A Z (last archive) record that should exist could not be located in the database. Possible database corruption.

Remedy Reboot and retry. Clear sales (this will wipe out all Z records.) Repair database. Find and restore a recent database.

Diagnosis Run Check Database and Repair Database.

ERROR DB07: Hardware Station archive records not found.

Problem An archive sales record that should exist could not be located in the database. Possible database corruption.

Remedy See DB06.

ERROR DB08: ECU record not found.

Problem An archive station record which should exist does not exist in the database. Possible database corruption.

Remedy See DB06

ERROR DB09: Can't archive the brand records.

Problem Can't write an archive record for a brand. This should only happen during a Z. Possible database corruption.

Remedy Check that you are not out of disk space and free some up. Check that the disk drive is not corrupt. Locate a backup and restore it (you may lose some database.) Use clear sales to remove all archive records; this often clears the problem. Repair database.

Diagnosis Run Check Database and Repair Database.

ERROR DB10: Can't archive the cocktail records.

Problem Can't write an archive record for a cocktail. Possible database corruption.

Remedy See DB09

ERROR DB11: Can't store the cocktail records.

Problem Can't write a Z record for a cocktail. Possible database corruption.

Remedy See DB09

ERROR DB12: Can't store the hardware station records.

Problem Can't write a Z record for a station. Possible database corruption.

Remedy See DB09

ERROR DB13: Can't store the brand records.

Problem Can't write a Z record for a brand. Possible database corruption.

Remedy See DB09

ERROR DB14: Can't modify the hardware station records.

Problem Can't write the ECU record in the database to accommodate some change, explicit or implied. Possible database corruption.

Remedy Reboot and retry. Run Repair Database. Either a backup or a store disk may be used to recover last good copy.

Diagnosis Check disk for errors, Check Database and Repair Database. Full backup of the database can be sent to Berg for analysis.

ERROR DB15: Equipment name not found.

Problem Possible database corruption.

Remedy See DB14

ERROR DB16: Dispenser not found.

Problem Possible database corruption.

Remedy See DB14

ERROR DB17: Coil alignment record not found.

Problem Possible database corruption.

Remedy See DB14

ERROR DB18: Can't read database record. Retry.

Problem Possible database corruption.

Remedy See DB14

ERROR DB19: Group or station name not found.

Problem Possible database corruption.

Remedy See DB14

ERROR DB20: Actual device type for x does not match type listed in the database.

Problem Communicating with the equipment indicates that device x is a different type than the type entered in the database (see ECU setup).

Remedy Change the address of the device to match the address in ECU Setup. Or enter DEMO mode to change the device type or address to match the equipment.

ERROR DB21: Can't write database record. Retry.

Problem Possible database corruption.

Remedy See DB14

ERROR DB23: Missing record in the database.

Problem Possible database corruption.

Remedy See DB14

ERROR DB24: This database version is not supported by this software.

Problem Each database has a version number. The number found is not supported by this version of the software. This can result from an incomplete installation or from copying an old version of the database.

Remedy Try reinstalling the software and choose to update the database. Find the correct backup or store of the database and reload it.

Diagnosis Determine the version of the software using Help | About. By putting the program in the Diagnostics mode and then clicking the diagnostics button on the message, you can find out the version of the database.

ERROR DB25: Unable to perform database operation.

Problem Possible database corruption.

Remedy See DB14.

ERROR DB26: Unable to perform database operation. Attempting to continue.

Problem Possible database corruption. The operation is one where it makes the most sense to try to continue.

Remedy See DB14.

ERROR DB27: Too many dispensers on this ECU

Problem An operation which loops through the dispensers found more than allowed on this ECU. Or the number of the dispenser may be more than allowed. The database may have errors. The operation may try to continue.

Remedy Reboot and retry. Run ECU Setup and check dispensers, make corrections if needed and save the information (Note if you change dispensers, you should also check your brand assignments.) Run Diagnostics to fix the database. If necessary, restore a full database backup or reload configuration.

Diagnosis Run Diagnostics | Check database and Repair Database. Check for disk corruption.

ERROR DB28: Device settings for x may need to be changed to account for version difference.

Problem The possible settings for a device are determined by its version. If the version found in the device does not match the version currently in the database, some of the device settings may be changed to account for differences in what options are supported by the actual version.

Remedy Run Clear and Restore and then check the settings for this device to make sure than they are the ones you desire.

ERROR DB50: Fatal Error -- Preparing for Infinity Database.

Problem Before the database could be opened, there was some error. This is likely a system error.

Remedy Reboot and retry. Run Diagnostics on your PC. Shut down other programs.

ERROR DB51: Can't open Infinity Database.

Problem The database could not be opened. Sometimes follows DB52 (if so, see DB52). Database could be corrupted or missing.

Remedy Reboot and retry. Try database repair functions under Diagnostics if diagnostics indicate it.

Diagnosis Run diagnostics on database. Make a full backup of your database and send to Berg.

ERROR DB52: Database is locked. You may need to reboot your system

Problem One or more database files is locked. This will happen when the database base is not properly closed, possibly from a program crash.

Remedy Reboot and retry.

ERROR DB53: Can't open Logging Database.

Problem The logging portion of the database cannot be opened.

Remedy See DB51.

ERROR DB54: The current database is empty.

Problem The database is present but does not contain any information. (Even a new install contains some information in the database.) This is most likely an install that was not completed.

Remedy Reinstall or restore the last good backup.

ERROR DB55: Some database files are missing.

Problem Infinity has identified that some of the database files are missing. This may happen if Infinity files were deleted, you tried to copy database files or tried to use a store disk as the target database (store disks contain only configuration information, not a complete database.)

Remedy Reinstall or use a full backup to restore the database. In case of deletion, try using recycle bin or deleted file recovery utility present on some PCs to recover the missing files.

Diagnosis Send a folder listing of the files in the Infinity folder to Berg.

ERROR DB56: Logging Database cannot be accessed. Logging will be suspended.

Problem An error has been discovered in the logging portion of the database (probably during schedule.). Logging cannot continue because of this error. The schedule will continue and other actions may be successfully completed. Logs will continue to be placed in the error file and will also automatically be added to the debuginf.txt diagnostics file.

Remedy Check and correct database errors. Reboot and retry

ERROR DB57: The destination folder name is too long.

Problem The destination folder name is limited to 30 characters.

Remedy Choose and type in a shorter destination folder name.

General (GE) Error Messages

[GE00-09](#)

[GE10-19](#)

[GE20-29](#)

[GE40-49](#)

[GE50-59](#)

ERROR GE00: Insufficient memory. Please exit.

Problem There is not enough available memory to continue running. The current operation may not have completed successfully. You should exit the program. It is unlikely any other operation will work.

Remedy Shut down all other programs and retry. In some cases, memory may have been permanently tied up and you will need to reboot the PC. Check that you have the required memory for Infinity and if not, add memory to your PC.

ERROR GE19: Can't delete database Z records.

Problem Whenever a clear and archive is done, the old last archive (Z) records must first be cleared. For some reason, this could not be done and therefore the new records cannot be written. This is often a result of corruption in the database.

Remedy Repair Database if possible (under Diagnostics). Fix any indicated disk problems. Clear sales will clear out all archive records even when this error occurs.

Diagnosis Check Disk. Run Check Database and Repair Database to see if there are any database errors.

ERROR GE21: Can't delete out of date archives.

Problem Whenever a clear and archive is done, the program looks for archive records which are past the storage length of the archive records. These records are deleted. The deletion did not work for some reason.

Remedy See GE19. You may also be able to get around the problem by changing the storage length in Setup Configuration.

ERROR GE43: Unauthorized copy - Serial number mismatch.

Problem The serial number is stamped twice into the database. These two numbers are not the same. This could be the results of a bad install or an improper restoration of a database backup.

Remedy Reinstall. Find a good backup and restore it. Make sure the store/reload disk has the correct serial number.

ERROR GE50: Invalid User Name - Password combination.

Problem The user password combination is not valid.

Remedy Check your spelling and retry. If you cannot get in at all, use the setup disk to change the password or to turn passwords off entirely.

Diagnosis Setup can be used to confirm the names of the users but not the passwords.

ERROR GE51: Couldn't find Infinity data files. Please make sure you are in the right folder or that your BERG.INI file is correct.

Problem The Infinity database is sought in the folder the program runs out of and in the BERG.INI file. Usually all programs and database files are in the same folder.

Remedy Reinstall.

Diagnosis Check that the programs and database files are in the same folder. In particular, look for the file infdb.dbd. Open BERG.INI (found in the Windows directory) with a text editor and look for the line starting with DBPATH. This should also point to the same folder.

ERROR GE52: Unable to recover. You will probably need to reboot your computer.

Problem Parts of the database are locked. This may have happened during a previous error.

Remedy Reboot and retry.

ERROR GE53: Can't change drive

Problem In trying to locate the database files, the software attempted to switch to a different disk drive. This attempt failed. Check that the database is in the correct location.

Remedy Reinstall.

Diagnosis See GE51.

ERROR GE54: Can't open logfile %s

Problem This error appears in the schedule log when the error file could not be opened. Note that all errors will still be located in the schedule log.

Remedy View the schedule log to check on errors. Restoring a backup or store disk may restore

the error file.

ERROR GE55: Illegal characters in X

Problem Some characters are illegal for certain text. If the text will be used as part of a file or folder name, for example, you cannot use the characters that can have special meaning in a folder name such as the colon or backslash.

Remedy Delete the characters. Note that often this will be done for you.

Infinity (INF) Error Messages

[INF00-09](#)

[INF10-19](#)

[INF20-29](#)

[INF30-39](#)

[INF40-49](#)

[INF50-59](#)

ERROR INF01: This program was not meant to be run on this version of Windows.

Problem The current Infinity/Windows combination will not allow Infinity to be run correctly.

Remedy Install Infinity on a compatible versions of Windows.

Diagnosis Check the release notes, manual or setup disks for the Windows Operating System versions that your Infinity software runs on.

ERROR INF02: Please put a floppy in the disk and close the door

Problem You have tried to access a floppy drive but there is no floppy in the drive or the door to the drive has not been closed.

ERROR INF03: This drive or path does not exist.

Problem The drive or pathname selected does not exist and cannot be used or this operation. Often this will be a removable drive without any disk present.

Remedy Insert a disk or choose a drive and pathname that exists.

ERROR INF04: Internal Disk Error

Problem Disk error has been detected, probably on a floppy.

Remedy Check disk and repair or try with another floppy.

ERROR INF06: Invalid Time Format - Reset to previous value.

Problem The time typed in could not be interpreted as a time. Check for mistyping and whether you are using the time format you have defined under Windows Control panel.

Remedy Retype a valid time

ERROR INF07: Database serial number @1 does not match expected serial number @2.

Problem During program startup: The serial number of the programs is not the same as the serial number in the database. This could be a bad install or an improper restoration of a backup. During reload configuration or restore backup: The serial number on the disk must match the serial number of the database. (Unless you are changing the serial number, then the serial numbers must match the number you typed in.) The message will show the found and expected serial numbers.

Remedy Reinstall. Find a good backup and restore it. Make sure the store/reload disk has the correct serial number.

ERROR INF08: Form # is still Loaded.

Problem This error will only be shown when in Diagnostics mode. A form used by Infinity was not properly closed down when the program was closed. Normally, this will not cause any further problems.

Diagnosis Send information about this error and the circumstance which preceded it to Berg.

ERROR INF09: From Date must precede To Date

Problem When a date range is given the from or start date must always precede the to or end date.

Remedy Check the dates and enter a proper range.

ERROR INF10: Value must be in range # to @ - Reset to previous value.

Problem A numeric value entered was too small or too large. Usually, this message will give the acceptable range of numbers. The displayed value will be reset to a value that is legal.

Remedy Enter a number within the range shown.

ERROR INF11: Please select an ECU

Problem The operation requested requires that an ECU number be entered or selected.

Remedy Enter the ECU number.

ERROR INF12: Unable to continue test

Problem A loopback or comm test cannot be completed. This will usually be preceded by some system error message.

Remedy Provide Remedy for the initial error message.

Diagnosis If there is no other error message, turn on Diagnostics and run test again.

ERROR INF13: Wrong version of VSVBX.VBX

Problem The wrong version of the version checking code was found.

Remedy Reinstall or get a newer version of Infinity to install.

ERROR INF14: # already exists

Problem The name or number of the new item that you attempted to create already exists. For example, every station and group must have a unique name. (The duplicate name replaces the # in the message.)

Remedy Select another name or number.

Diagnosis Check your existing list of items and their definitions to see if you have them defined the way you want.

ERROR INF15: # does not exist

Problem A file or item does not exist. This may be a name that you typed in or a file that normally should exist. If the file is missing, this may be the result of a improper installation.

Remedy See GE34.

ERROR INF16: File name # is illegal

Problem The filename selected is illegal and cannot be used for this operation. In some cases, this may also mean the file cannot be read or the disk area is corrupt.

Remedy Choose a legal file name if you have made a typing error. In some cases, you may be able to repair a corrupt media.

Diagnosis Run a disk checker on the media being accessed to see if the disk has been corrupted. See if you can copy the file directly.

ERROR INF17: Berg Infinity is currently running. You must shut it down before running another Infinity program.

Problem You can only run one Infinity program at a time. The Infinity program is already running.

Remedy Exit the Infinity program.

ERROR INF19: A schedule is currently running. You must exit it before running this function.

Problem Although most functions can be run while you have a schedule running, this function cannot be.

Remedy Stop the schedule. Perform the blocked function. Remember to start the schedule again.

ERROR INF20: Berg Infinity Utilities is currently running. You must shut it down before running another Infinity program.

Problem See INF17

ERROR INF21: At least one item must be selected.

Problem This operation cannot proceed unless at least one item in the list is selected. There are two selection methods. The simple method, clicking on each item, selects or deselects it. In the extended method, clicking on an item selects it and deselects all other items. To select another, hold down Ctrl key when you click. To select a range, select one and then hold down shift as you click. This selects all items between the first and second item clicked upon.

Remedy Select at least one item.

ERROR INF22: Disk is full. Please enter next disk.

Problem The destination disk is full. If it is a floppy, you may be able to continue by using a continuation disk.

ERROR INF23: Disk is full.

Problem The destination disk is full.

Remedy Remove unused files from your disk.

ERROR INF24: ___ is not a legal Column Separator.

Problem The character shown cannot be used as a column separator.

Remedy Choose a different column separator.

ERROR INF25: Can't open file # with that kind of access

Problem File needed for the operation was already open with another type of access or can never be opened for this type of access. This is most likely when a file is to be opened for writing.

Remedy Exit all Infinity programs and retry. If that fails, reboot and retry. Or you may need to reinstall Infinity.

Diagnosis Check that another program is not using the file.

ERROR INF26: File # already open

Problem File needed for the operation was already open for another purpose.

Remedy Exit all Infinity programs and retry. If that fails, reboot and retry. Or you may need to reinstall Infinity.

Diagnosis Check that another program is not using the file.

ERROR INF27: File # not found

Problem File needed for the operation was not found. There is likely some file missing from your database.

Remedy Reboot and retry. Look for a good restore or backup disk and restore the database. Or you

may need to reinstall from scratch.

ERROR INF28: File # not found. Please enter next disk.

Problem File needed for operation was not found. If there is another floppy disk, enter it now. If not, then this may not be a good store disk.

ERROR INF29: Store settings was NOT completed. This disk should NOT be used for reload settings!

Problem One or more database files could not be copied. There may be missing or corrupt files in the database.

Remedy Check the hard disk and the destination disk for errors and correct any of them. Reboot and retry.

ERROR INF30: Reload settings was NOT completed. The database may have been left in an undefined state!

Problem One or more database files could not be copied into the Infinity folder. Since some of the files could have been, the database may have been left in an inconsistent state.

Remedy Reboot and retry. Use a different store disk or backup disk. You may need to reinstall and rebuild the database from scratch.

ERROR INF31: The evaluation period has expired.

Problem This copy of software has a evaluation period which has just expired. You may no longer use this copy of Infinity.

Remedy: Upgrade your software to a full version of Infinity.

ERROR INF32: The system clock is not working.

Problem Infinity needs to read the PC's system clock for a number of reasons (such as running schedule). The system clock could not be properly read for some reason.

Remedy You may need to replace the PC battery or correct the date and time set under CMOS (when the computer is booted). Sometimes, when a network logon is required after a PC is rebooted, the system clock cannot be accessed until the network logon is complete. If the auto-run schedule starts before this time, it will be unable to read the clock until network logon is complete.

Diagnosis Look under the _debug and schedule for logs dated on January 1, 1980. Check your PC's battery. Check the time set under CMOS.

ERROR INF33: Maximum count was reached. All counts reset to zero.

Problem A count such as used in the communication and loopback test has reached the maximum that can be handled or displayed. The count will be reset to zero and the counting will continue.

ERROR INF34: Can't exit program. Critical activity in progress.

Problem An Infinity function is performing a task that normally should not be interrupted. This message should appear when you are trying to stop a program by abnormal means, such as shutting down Windows.

Remedy Wait for Infinity to complete the ongoing task and then close the program.

ERROR INF35: Required fields have not been filled in.

Problem At least one field on this form has not been filled in that must be entered in order to complete the operation. In many cases, the focus will be returned to the missing field.

Remedy Identify one or more blank fields and fill them in.

ERROR INF36: Column # exceeds range. Line ! will be skipped.

Problem The column number # is outside the accepted range of values. The line given by ! will be skipped.

Remedy Identify the column and the line and check the file. Check that the column number has been identified correctly. If not, change the column number. Otherwise, change the value to be within the range.

ERROR INF37: Missing or empty column #. Line ! will be skipped.

Problem The column number # should contain some value. The line given by ! will be skipped.

Remedy Identify the column and the line and check the file. Check that the column number has been identified correctly. If not, change the column number. Otherwise, add a value to this column.

ERROR INF38: There are not enough lines in file #.

Problem The file # is required to have a minimum number of lines. Sometimes this occurs because the user indicated there were some header lines to be skipped. By skipping these lines, there were no more lines left in the file to process.

Remedy Check that the proper file is being used. Reduce the number of header lines if that was entered in error.

ERROR INF39: Internal Error-- Ordinal is not in the list of legal values

Problem Certain items kept track of by the Infinity program have ordinal values assigned to them; that is, they have a fixed set or list of values that can be used. A reference to an item was made that does not have one of the allowed values. This will usually be a program error, not a user error.

hence the Internal error designation.

Remedy Closing the program or rebooting and retrying may allow you to continue. Check the last operation you did to see if it was retained.

Diagnosis Send the database backup and information about what you were doing to Berg.

ERROR INF40: You must create a new Group which includes all ECUs in order to proceed with this operation.

Problem This operation can only be run on the Master Group. The software has detected that you do not have the Master Group defined.

Remedy Create such a group. This is done not by adding the list of all groups to a new group but rather by checking the box which says includes all ECUs. (This way any ECUs added will automatically be included without having to modify this group.)

ERROR INF42: Can't open #

Problem The file named by # could not be opened. The file may be missing or there may be a system or disk error.

Remedy Fix any disk errors. Reboot and retry may clear some system errors.

Diagnosis Check if the file exists and the disk for errors. Make sure the file is in the correct folder.

ERROR INF43: Error in file # - Not enough columns. Line ! will be skipped.

Problem The line ! in the file named by # is expected to be a text line containing a certain number of columns. Columns are pieces of text separated by one or more column separator characters such as spaces or commas.

Remedy Change the separator if the type of file allows you to (such as the sales terminal data file). Otherwise, recreate or get a replacement file from the producer.

Diagnosis The file can be printed out to confirm the number of columns. Check the correct separator is used.

ERROR INF44: Error in file # - Numeric value expected in column % Line ! will be skipped.

Problem The file is named by # and the line number is !. The column numbered % should contain a numeric value but it does not.

Remedy See INF37.

ERROR INF45: # requires a numeric portion.

Problem An entered value must have a number as part of the string, such as ABC123. The value's name is given by #. An example is an order number used in Inventory.

Remedy Enter a text string with a numeric portion.

ERROR INF46: The maximum for the numeric portion of # is !

Problem The number that is part of the string entered has exceeded the maximum.

Remedy Choose a string with a lower numeric portion.

ERROR INF47: Error in file #.

Problem The file named by # has some syntactic error and cannot be used. Often the line number and the text of the erroneous line will follow. This may happen if you have attempted to change the file with an editor.

Remedy If you have a backup or store with a previous copy of this file, restore the file. Otherwise, re-install Infinity. If this is a file that is optionally overwritten such as the Interface options, request to overwrite it.

Diagnosis Call Berg with the name of the file and any additional information. A backup can be sent to Berg for analysis.

ERROR INF48: You cannot choose #. It contains the current Infinity database.

Problem An operation was attempted using the current Infinity database. The operation cannot be done in the current Infinity folder. For example, store configuration: Usually, a store is done to a floppy drive.

Remedy Choose a different folder or drive.

ERROR INF49: Can't launch # - Error = !.

Problem The program named in the error could not be started.

Remedy If the file is missing, reinstall the software. Reboot and retry. Fix any disk errors.

Diagnosis See if this program exists in the Infinity folder.

ERROR INF50: Unable to write file.

Problem A file could not be written.

Remedy If another more specific message was also displayed, use the remedy for that message. Fix any disk errors or clean up disk space. Retry.

Diagnosis Check destination disk for errors and for disk space

ERROR INF51: More than one column is the same.

Problem When specifying multiple fields, normally a column cannot be used for more than one

purpose.

Remedy Check the column number definitions and remove any duplicates.

ERROR INF52: Columns must be listed in order.

Problem When a list of columns is needed, the columns should be in numeric order.

Remedy Revise the order.

ERROR INF53: Columns must not overlap.

Problem Certain columns must precede other columns. This is often the cases when columns are associated together. Then one group of columns cannot overlap with another group of columns.

Remedy Check which columns should be used and change one or more column lists.

ERROR INF54: Number of columns for @1 must be a multiple of number of columns for @2.

Problem There are two lists of columns which are related. The number of columns in the list named by @1 should be an even multiple of the number of columns in @2. It is possible for @1 to contain the same number of columns as @2.

Remedy Revise the number of columns in either @1 or @2.

ERROR INF55: Insufficient permissions or read only file

Problem A file and its folder must allow the current user to perform the current operation.

Remedy Check the folder permissions of the folder and the properties of the file listed. Remove any read only properties or set permissions of the folder to be Modify (or Read, Write and Execute) for the current user or for "Authenticated Users".

ERROR INF56: This operation is restricted to Equipment Names that contain only Dispenser Network devices or contain no Dispenser Network devices.

Problem Some operations cannot combine Dispenser Network devices with other devices. These two types of devices are incompatible for this operation. (Check the network attributes).

Remedy You must run two or more separate operations. Pick an Equipment Name that includes only Dispenser network devices or one that includes only other devices. Repeat the operation for other Equipment Names if desired.

ERROR INF57: This operation is restricted to Equipment Names that contain only Dispenser Network devices.

Problem Some operations can only be run on Dispenser Network devices. (Check the network attributes).

Remedy Pick an Equipment Name that includes only Dispenser network devices. Or adjust the operation so this restriction no longer applies. (Example: Current column report with shifts. You must changes form current or remove the shifts column.)

ERROR INF58: xxx cannot be found.

Problem An input file contains a brand name or PLU that does not occur in the Infinity brand list where xxx is the non-matching text. Input files are used in some reports such as reconciliation or variance. This input line cannot be used.

Remedy Check the brands and PLUs used in both Infinity and the source of the input file. Correct the name or PLU in one of the places so it matches. Re-run the operation.

Interface (ECR) Error Messages

[ECR00-ECR09](#)

[ECR10-ECR19](#)

[ECR20-ECR29](#)

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[ECR50-ECR59](#)

[ECR60-ECR69](#)

ERROR ECR01: Only one 1544 can share an interface to @1. Sales Station @2 exceeds this limit.

Problem The POS is named by @1. This driver has the restriction that only one 1544 can be interfaced to each POS terminal at a time. You indicate which ECUs are to share a POS terminal by listing them under the same sales station.

Remedy Change the sales station definition for @2 so that only one 1544 is listed.

ERROR ECR02: Only one other ECU is allowed to share an interface to @1 with a 1544. Sales Station @2 exceeds this limit.

Problem The POS is named by @1. This driver has the restriction that a 1544 can share the same POS terminal with at most one other ECU. You indicate which ECUs are to share a POS terminal by listing them under the same sales station.

Remedy Change the sales station definition for @2 so that only one 1544 and one other ECU are listed.

ERROR ECR03: Only five ECUs can share an interface to @1. Sales Station @2 exceeds this limit.

Problem The POS is named by @1. This driver has the restriction that only up to five ECUs can be interfaced to it at a time. You indicate which ECUs are to share a POS terminal by listing them under the same sales station.

Remedy Change the sales station definition for @2 so that only five or fewer ECUs are listed.

ERROR ECR06 Unsupported driver. Interface options are disabled. Please reinstall Interface.

Problem The NCR 2160 is no longer supported. This message may also occur if the driver cannot be determined.

Remedy Reinstall Interface from disk.

ERROR ECR07 Unsupported driver version. Interface options are disabled. Please reinstall Interface.

Problem The driver version is old and no longer supported or the version number cannot be determined.

Remedy Get an upgrade if appropriate and reinstall Interface from disk.

ERROR ECR12: Can not open the driver file.

Problem In the process of loading a driver, the driver file itself could not be opened. The file could be missing, the disk drive could have an error or there may be PC system errors.

Remedy Reboot and retry. Fix any disk errors. Reinstall Interface.

Diagnosis Check if the driver file exists. It has the drv extension. Check your hard disk for errors.

ERROR ECR13: Can not open the log file.

Problem When the verbose flag is on in the ECR Configuration file, a log file gives details about the loading process. This flag should be turned on only by direction of Berg personnel. This log file is created as a new file and overwrites any old file any time a driver is loaded. Failure to create this file is a disk or system error.

Remedy Reboot and retry. Fix any disk errors.

Diagnosis Check disk.

ERROR ECR14: Illegal record type in driver.

Problem The driver file could not be interpreted. Verbose can be set on to get additional information about this error but the most likely cause is that the driver file is corrupted or the disk has an error.

Remedy Fix any disk errors or reinstall Interface.

Diagnosis Check disk.

ERROR ECR15: Undefined segment.

Problem See ECR14.

ERROR ECR16: Segment is not relocatable.

Problem See ECR14.

ERROR ECR17: Fatal loader error, bad TIR record.

Problem See ECR14.

ERROR ECR18: Illegal TIR command.

Problem See ECR14.

ERROR ECR20: Command stack overflow.

Problem See ECR14.

ERROR ECR21: Command stack underflow.

Problem See ECR14.

ERROR ECR22: Underflow symbol.

Problem See ECR14.

ERROR ECR23: Loader ERROR signed byte out of range.

Problem See ECR14.

ERROR ECR24: Loader ERROR signed word out of range.

Problem See ECR14.

ERROR ECR25: Loader ERROR unsigned word out of range.

Problem See ECR14.

ERROR ECR26: Loader ERROR unsigned byte out of range.

Problem See ECR14.

ERROR ECR27: Loader ERROR mixed byte out of range.

Problem See ECR14.

ERROR ECR28: Loader ERROR mixed word out of range.

Problem See ECR14.

ERROR ECR29: Command 64 arithmetic rotate not implemented.

Problem See ECR14.

ERROR ECR30: Command 82 invoke macro is not implemented.

Problem See ECR14.

ERROR ECR31: Fatal loader error has occurred.

Problem See ECR14.

ERROR ECR32: Conditional loader error has occurred.

Problem See ECR14.

ERROR ECR33: Loader warning has occurred.

Problem See ECR14.

ERROR ECR34: Conditional loader warning has occurred.

Problem See ECR14.

ERROR ECR36: At least one driver must be activated.

Problem Interfacing to a sales terminal is not possible without at least one active driver.

Remedy Use Interface | Activate Drivers in Infinity to activate at least one driver.

ERROR ECR37: Only one driver may be activated.

Problem Normally, only one Interface driver is used on a system. If you want to use more than one, you must explicitly indicate that fact first.

Remedy From Interface | Activate Driver in Infinity, check Allow Multiple Drivers. Then you may activate additional drivers.

ERROR ECR50: PLU cannot be removed.

Problem In the modifier order list, the PLU marker must be present. It cannot be moved off of the list since the PLU must always be part of the packet sent to the sales terminal.

Remedy This action will be prevented.

ERROR ECR51: Add to PLU, Begin Transaction Bookend and End PLU Bookend cannot all be used at the same time.

Problem The PLU increment makes use of the modifier strings. By also defining a beginning transaction Bookend and also an ending PLU bookend, there is no place for the PLU increment.

Remedy Set at least one of these fields to be zero.

ERROR ECR52: Syntax error in ecr.cfg file.

Problem The contents of the configuration file have been corrupted.

Remedy Reinstall Interface and use a store disk or backup disk to restore the ecr.cfg file.

Diagnosis The ecr.cfg can be sent to Berg for analysis.

ERROR ECR53: Internal error trying to read ecr.cfg file.

Problem The config file may be corrupted or the disk may be corrupt or there may be a system error.

Remedy See ECR51

ERROR ECR54: Unknown keyword in ecr.cfg file.

Problem See ECR52

ERROR ECR55: Wrong number of parameters.

Problem See ECR52

ERROR ECR56: An old style ecr.cfg file was processed. All modifier information will be lost

Problem An older style ecr.cfg file was found and used. Since this style cannot be interpreted entirely, the modifier information if present will be lost and will not be sent to the ECUs. If you do not use any modifiers, this will not present any problems.

Remedy Under driver settings, click on save as defaults after making any changes needed. This will write the config file in the correct format.

ERROR ECR57: At least one ECU had a communication error.

Problem When reading or writing driver or modifier settings, one of the ECUs had a communication error. Therefore, the information being viewed does not necessarily reflect the settings of all of the ECUs or the changes were not written to all ECUs. You should have seen one or more CM errors which identify the ECUs with the errors.

Remedy See CM error displayed and correct that. Retry the operation.

ERROR ECR59: The ECUs did not have identical options and modifiers.

Problem When reading settings from more than one ECU, the options and modifiers were not the same for every ECU. For most installations, this indicates an error. This may be preceded by ECR57. In that case, fix ECR57.

Remedy Make changes to the settings as need and send the changes to all ECUs.

ERROR ECR60: At least one ECU has an older version that cannot supply modifiers.

Problem Older EPROM versions had a different style of storing modifiers. Changes made to the modifiers can be sent to the ECUs but they cannot be read and correctly interpreted by the software.

Remedy Upgrade your EPROM version

Manager (M) Error Messages

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[M100-109](#)

[M110-119](#)

ERROR M03: Product already exists under different product type

Problem A new product that you are trying to define already exists in the database but under a different product type.

Remedy Choose a new name or use the Switch Type button on the Modify Brand form.

ERROR M04: Can't restore hardware station price level.

Problem On older EPROMS that do not recognize calibration mode, the software forces the unit into Price Level B in order to do any calibration. After the calibration, the unit is returned to its original price level. This restoration of price level failed (probably because of a communication error).

Remedy Fix the communication error and change price level to the desired setting.

ERROR M05: Portions cannot be learned for dispenser %d if brand is not set or Tap 1 Test Pour is still assigned

Problem Learn mode cannot be used on dispensers without an assigned brand or where Test Pour is assigned. (Test Pour cannot have its portions changed.)

Remedy Assign the brand that you will use at the dispenser before you run Learn Mode.

ERROR M06: Large pour must be greater than small. Neither can be zero.

Problem During calibration, the large recorded pour must be greater than the small. Also neither one can be zero.

Remedy Check the portions that you entered. You may also go to calibration | units and accuracy and reset the calibration portions.

ERROR M07: There must be at least one P3 Hub on an Dispenser Network ECU.

Problem The P3 Hub provides power to the Dispenser Network. Therefore it must be present. Even if you are not using Interface, you need to address the P3 Hub.

Remedy On ECU Setup, add a P3 Hub and set its address.

ERROR M08: POS Codes must be consecutive starting at one.

Problem When using POS ID, the POS Codes must start at one and go up to four. You cannot have any gaps. For example, if you have three P3 Hubs, their codes must be 1, 2 and 3.

Remedy On ECU Setup, click on the POS ID Code Tab, and give each P3 Hub consecutive codes.

ERROR M09: ERROR M09: Duplicate POS Code nnn.

Problem When using POS ID, each P3 Hub in a Sales Station must have a unique POS ID Code.

Remedy On ECU Setup, click on the POS ID Code Tab, and give each P3 Hub its own POS ID code.

ERROR M12: Product %s does not exist.

Problem The brand, cocktail or ingredient name given by %s does not exist in the brand list. This is likely the result of a database error or some previous error. The function attempted will not be completed.

Remedy If database errors, then fix them. Otherwise, reboot and retry.

Diagnosis Run database Diagnostics and check for errors in database.

ERROR M13: Category %s does not exist.

Problem The category name does not exist in the category name list. See M12.

ERROR M15: Some ECUs are left undeleted in this network. Cannot delete network.

Problem At least one ECU could not be deleted from the database. Therefore the network could not be deleted. This is likely due to a database error.

Remedy Repair any database or disk error. You can also try to reboot.

Diagnosis Run database Diagnostics. Check for disk errors.

ERROR M16: ECU has undeleted dispensers. Cannot delete ECU.

Problem At least one dispenser could not be deleted from the database and therefore the ECU cannot be deleted. See M15.

ERROR M17: Not all archive brand records were deleted for ECU. Cannot delete archive records

Problem Some of the records containing the details of archive records could not be deleted. Therefore, the archive cannot be deleted and the operation was not successful. See M15.

ERROR M18: Not all Z brand records were deleted for ECU. Cannot delete Z records.

Problem Some of the records containing the details of Z records could not be deleted. Therefore, the Z information cannot be deleted and the operation was not successful. See M15.

ERROR M19: Maximum networks already defined.

Problem You may only define 31 networks in an Infinity system.

Remedy Delete any unused networks.

ERROR M20: The maximum number of containers has been reached.

Problem You may only define 65535 containers.

Remedy Delete any unused containers.

ERROR M21: You cannot delete the last remaining container

Problem At least one container must exist in the system. You cannot delete the last defined container.

ERROR M22: Illegal product type for operation

Problem This operation only can be performed on certain product types. In particular, some operations are only appropriate to cocktails or brands.

Remedy Check product type of product(s) selected for this operation.

ERROR M23: You cannot copy or move to an ECU which is a different ECU type or supports a different type of dispenser.

Problem The Copy or Move ECU function can only be performed when the target ECU is an exact match of the original ECU. In particular, the ECU type must be the same and the same type of dispensers must be supported. For example, you cannot move an ECU supporting All-Bottle ID to one which does not, even though both of these ECU are Infinity ECUs.

Remedy Check that you have selected the correct ECU.

ERROR M24: This ECU is incompatible with the database settings.

Problem You cannot add an ECU to a database which is incompatible with the settings of the database. The specific reason will be listed.

Remedy Change the settings for the database or the ECU. One option is to create a new database with the needed settings.

ERROR M25: You cannot have a cocktail assigned to button 16 when button 16 enable is selected.

Problem If you are using Button 16 to enter cocktail mode, pressing button 16 again will revert to regular pouring mode. Therefore, it is not possible to use button 16 to pour a specific cocktail.

Remedy Remove any cocktails (any bank) assigned to button 16. Alternatively, if you need that many cocktails, uncheck the button 16 enable box on ECU setup.

ERROR M26: This combination of dispenser types is not supported.

Problem The ECU version does not support the combination or number of dispensers you have selected. For example, the Wine Bar ECU will only support one dispenser when the first dispenser is WineBar-20.

Remedy Change one or more dispensers to be compatible with your ECU.

ERROR M27: Free Pour Enable is not allowed on units that allow comps or pour cocktails unless they use Button 16.

Problem To enter Free Pour mode, you must press both the up and down arrows which is the same method as entering comp or cocktail mode. To avoid this confusion, if you want to enable Free Pour, you must use Button 16 to enter cocktail mode or not use cocktail mode. You also will not be able to use complementary mode.

Remedy Disable free pour or disable complimentary pours or disable cocktails or enable button 16.

ERROR M28: File name is not in a legal format for a firmware file. Legal format is <type>-FV<ver>[-date].hex

Problem The file name for a firmware file used to program a device must be in a specific format in order to identify it. It is likely that this file is not really a firmware file.

Remedy Locate the correct file.

ERROR M29: Device Type does not match the firmware file.

Problem Part of the firmware file name identifies the type of device that it matches. The file picked does not match the device you selected to program. See M28 for an explanation of the file name.

Remedy Locate the correct file.

ERROR M30: The ECU type is not supported by this network. See ECU Types on Modify a Network.

Problem When you set up a network, you must indicate the supported ECU types. The ECU type selected cannot be placed on this network.

Remedy Change the supported ECU types for the network or correct the ECU type. You may instead need to create a new network to complete this operation.

ERROR M31: Dispenser network versions must be at least 1.00. Found Version x. You must upgrade the firmware in order for the system to function properly.

Problem This version of the Infinity software can only run with Dispenser Network devices with firmware version 1.00 or later. If you are using older equipment used in a standalone network, you may run into this.

Diagnosis Use Communications | Read Addresses and Versions to determine which devices need to be updated (any with version before 1.00.)

Remedy Use Management | Setup | Re-program to update the firmware for all older devices. Appropriate firmware files are on the installation disk and are also downloadable from the Berg dealer bulletin board on the Internet.

ERROR M50: You cannot copy to an ECU which has a different number or type of dispensers

Problem The copy ECU function can only be performed between ECUs that have exactly the same number and type of dispensers. The target you have chosen does not have any target ECUs that match the source ECU. The copy cannot be performed.

Remedy Check that you have chosen the correct ECU or group. You can copy individual dispensers that match by using copy dispenser.

ERROR M51: You cannot copy to a different type of dispenser

Problem The copy dispenser function will only work between like dispensers. The target dispenser does not match the source dispenser. The copy cannot be performed.

Remedy Check that you have chosen the correct dispensers.

ERROR M52: You cannot copy to a dispenser with a different number of sizes

Problem When copying dispensers, each must support the same number of sizes since price portion information is copied. This message will most likely appear when copying from a TAP 1 dispenser that is using alternate sizes to one that does not or vice versa. The copy cannot be performed.

Remedy Check dispensers named or change the alternate sizes setting on one of the dispensers.

ERROR M53: You cannot copy a dispenser to itself

Problem You have chosen the same dispenser as the source and destination. No action will be taken.

Remedy Select a different source or destination dispenser.

ERROR M54: There are no matching dispensers to copy

Problem When copying using station or groups to describe the target, at least one ECU or dispenser in the group must match the source item. (see M50-53). In this case, there are no matches at all and so the function cannot be performed.

Remedy You have likely chosen the wrong station or group. Change source or target.

Diagnosis Use individual ECU or dispenser as targets to see why each does not match the source item.

ERROR M55: ECU does not support the selected dispenser type.

Problem The ECU version does not support the dispenser type you have indicated. For example, certain versions of the Infinity ECU will only support the All-Bottle ID and will not support the All-Bottle-7.

Remedy Select the appropriate dispenser type or contact Berg for an ECU upgrade.

Diagnosis Check ECU number. In Infinity, go into diagnostics mode (Ctl-Alt-D) and select Get Version under Diagnostics to see the EPROM version.

ERROR M56: Too many ingredients listed for a cocktail.

Problem Infinity only supports up to 5 ingredients per cocktail.

Remedy Redo the recipes to contain no more than five ingredients.

ERROR M57: Version must be of the numeric format x.yy.

Problem The supplied version number must be a single digit followed by a period and then two additional digits such as "4.05".

Remedy Check the version and enter it in the correct format.

ERROR M58: # column is required.

Problem The column named by # must be specified and cannot be zero.

Remedy Determine which column this field belongs in and enter the column number.

ERROR M59: Can't add a group that contains the group being defined.

Problem When modifying a group, you cannot add any group that contains the group being modified including the group itself. This would create a circular list.

Remedy Decide the mapping of groups. Try to create groups that reflect combinations of ECUs that you perform functions on at the same time.

Diagnosis Use F9 to view the definitions of existing groups.

ERROR M60: Name is already being used for a Sales Station Name

Problem You have tried to create a selection name that is already being used for a Sales Station name. Since sales stations, hardware station, groups and device names are used in the same way, a selection name must not conflict with any other selection name, even of another type.

Remedy Change the sales station, hardware station, device name or group name.

ERROR M61: Name is already being used for a Group Name

Problem You have tried to create a selection name that is already being used for a group name. Since sales stations, hardware station, groups and device names are used in the same way, a selection name must not conflict with any other selection name, even of another type.

Remedy Change the sales station, hardware station, device name or group name.

ERROR M62: Columns must be consecutive.

Problem Columns must be numbered 1, 2, 3, etc. with no gaps in the sequence. Which field is first is not important and some fields may be skipped entirely by using zero. Some fields may also be able to share a column number with another field.

Remedy Revise column numbers to meet the above criteria.

ERROR M63: Name is already being used for a cocktail.

Problem A brand you are trying to import already exists in the database as a cocktail name. The brand will not be imported.

Remedy Edit the import file to use a different name for the brand or delete the cocktail from the database before you import brands.

ERROR M64: Name is already being used for a brand.

Problem A cocktail you are trying to import already exists in the database as a brand name. The cocktail will not be imported.

Remedy Edit the import file to use a different name for the cocktail or delete the brand from the database before you import cocktails.

ERROR M65: Name is already being used for a Hardware Station Name

Problem You have tried to create a selection name that is already being used for a hardware station name. Since sales stations, hardware station, groups and device names are used in the same way, a selection name must not conflict with any other selection name, even of another type.

Remedy Change the sales station, hardware station, device name or group name.

ERROR M66: Name is already being used for a Device Name

Problem You have tried to create a selection name that is already being used for a device name. Since sales stations, hardware station, groups and device names are used in the same way, a selection name must not conflict with any other selection name, even of another type.

Remedy Change the sales station, hardware station, device name or group name.

ERROR M74: Product already assigned. It cannot be deleted.

Problem A prices and portion table cannot be deleted if it is assigned to a dispenser.

Remedy Remove assignment and then delete the table.

Diagnosis Check the Show Product assignments box to see where this price and portion table is assigned.

ERROR M81: Internal Error - wrong ECU type being passed.

Problem This function cannot be performed for this equipment name. This operation is restricted to ECU types of a specific kind such as Dispenser Network ECU.

Remedy Run Repair Database.

ERROR M82: This operation is not supported by this equipment

Problem This function cannot be performed for this equipment name. Sometimes this message will apply to all ECUs of a particular type (Infinity, Tap 1). Other times, the operation is prevented because of the particular settings used by this hardware station. You may have selected the wrong ECU or hardware station than the one intended .

Diagnosis Check the type of the ECU selected and its settings.

ERROR M94: This operation is not allowed while one or more units are in calibration mode.

Problem Certain operations are not allowed when at least one ECU is in calibration mode.

Remedy Take all units out of calibration mode and retry the operation.

ERROR M96: Large portion must be at least three times small portion.

Problem When doing calibration for a unit that uses portions, the large portion should be at least 3 times the small. This gives the best results in calibration.

Remedy Choose new large or small values to meet this requirement.

ERROR M97: This operation is not legal with the Portion Lockout Jumper present

Problem When the portion lockout version of the software has been purchased, changes to portions can only be made when the jumper inside the ECU is moved to its inactive position or is removed. This keeps unaccounted portion changes from being made.

Remedy The ECU must be opened and the jumper removed before any changes can be made.

ERROR M98: Dispenser does not exist

Problem The dispenser selected does not exist and the intended operation cannot be performed.

Remedy Go to ECU Setup and add the missing dispenser.

Diagnosis Check that you have selected the correct dispenser for this ECU.

ERROR M99: If the 1544 is using metric volume units, it cannot be calibrated with metric units. Please switch the calibration units to ounces.

Problem This is a known bug in the 1544 Infinity EPROM.

Remedy Change the calibration units to fluid ounces.

ERROR M100: A modem network requires a phone number

Problem When the modem checkbox is checked, this means the Infinity network is using a modem line. A phone number is required to dial up the remote modem at the ECU site.

Remedy Enter the phone number or uncheck the modem box if this network is not using a modem.

ERROR M101: # value is not supported by this ECU. Resetting to legal value.

Problem A feature or value is not supported by this ECU. (# gives the name of the feature.) This may be because of the type of ECU or the version number. Many features are available only in more recent EPROMs. For example, add a head limit can only be set for TAP 1 EPROM of version 3.00 or higher.

Remedy If you wish to have this feature, you will need to upgrade your EPROM.

Diagnosis If you think this feature should be available, check the ECU number.

ERROR M103: You cannot delete, rename or change Test Pour.

Problem The Test Pour brands cannot be modified in any way. They exist so there is always a known brand with known portions to test pouring for every ECU type.

ERROR M104: No portions were poured - Nothing changed.

Problem Learn mode was entered but nothing was actually poured. Therefore, no portions can be learned.

Diagnosis If you did pour a portion, check the ECU number against the ECU that you put into Learn Mode. Learn Mode is signified by the lights behind the repeat and cancel button on the tap going out.

ERROR M105: This function cannot be performed. There are no qualifying ECUs.

Problem The function can only be performed on certain types of ECUs. If you have none of these ECUs defined in your system, then you cannot run this function. For example, coil alignment is only performed on Infinity ECUs with All-bottle-7s.

ERROR M106: This function cannot be performed. There are no stations or groups.

Problem The function you are trying to perform requires a station or group. There are currently no station or groups defined.

Remedy Create stations and/or groups that contain the ECUs for which you want to perform the function.

ERROR M108: There must be at least one stock room in the system. Operation cannot be completed.

Problem You cannot delete this item. You have reached the minimum count for this type of item.

Remedy Use rename if you want to change the name of the item or create others before you delete this one.

ERROR M109: There are portions for this product which are not shown. Choose a higher number of price levels or sizes for this product type to see them.

Problem The price table or cocktail definition has non-zero portions for sizes, price level or ingredients which are not displayed. This is likely because of the selected sizes or price levels for the user's system.

Remedy If you expected to see more price levels or sizes, in Infinity use Pouring | Brand Operations | Select sizes and price levels. Choose a larger number or sizes, price levels or ingredients for the price table in question. If you do not expect to have any additional portions, use Diagnostics' Repair Database to zero out the unneeded portions.

ERROR M110: There must be at least one container in the system. Operation cannot be completed.

Problem You cannot delete this item. You have reached the minimum count for this type of item.

Remedy Use Rename if you want to change the name of the item or create others before you delete this one.

ERROR M111: # was recorded. The minimum pour amount is \$.

Problem For Flow Meter Only calibration for taps, # is the amount poured as recorded by the unit.

However, calibration cannot be effectively performed unless a larger amount is poured and measured. This minimum is given by \$.

Remedy Try again, making sure to pour at least \$

ERROR M112: # was poured. The minimum pour amount is \$.

Problem See M111. Instead, this is the amount measured and entered by the user.

ERROR M113: A device is not present or is not communicating. Some functionality will be missing if you continue.

Problem ON a Clear and Restore, normally you want to be able to communicate with all of the devices. The device named in the message is not communicating. Continuing will produce a an ECU which is not fully restored.

Remedy Fix communication and retry the operation. If you want to continue, make sure that once communication is fixed, run another Clear and Restore.

ERROR M114: Not all devices were restored. Some functionality will be missing.

Problem If you continued from ERROR M113, this reminder at the end of the Clear and Restore will appear.

Remedy Once communication is fixed, run another Clear and Restore.

Report (R) Error Messages

[R00-09](#)

[R50-59](#)

[R60-69](#)

[R70-79](#)

ERROR R04: Your hard disk may be full, can't post sales to the database

Problem: The archive data cannot be entirely copied to the database. One reason is a full disk. It is also possible that there are write errors on your hard disk.

Remedy: Check your disk space and remove unneeded files. You may also want to change the setting for the length of time that archive data is retained (use setup disk).

Diagnostics: If the disk space seems to be OK, then run ScanDisk or other disk checking utility.

ERROR R05: If you recently changed your network Security Code, it may no longer be valid.

Problem: During an archive and clear, the network security code is updated if it was changed since the last Z. Due to errors during the process, this security code may not have been properly updated in the database or ECU.

Remedy: Clear and Restore Memory for each ECU which has a mismatched security code.

Dagnosis: Check the security listed under Network setup and attempt to communicate with each ECU. Any ECU with a general communication error (CM03) or security code communication error may have a mismatched security code.

ERROR R50: The maximum number of columns that can be selected is #

Problem: There is a maximum number of columns that can be included in a report based on the number of columns that can be fit into landscape orientation.

Remedy: Reduce the number of columns selected to the number shown or choose narrower columns to include on the report. (Note that landscape orientation might be necessary to properly view all of the columns.)

ERROR R51: No supplier has been assigned to any brand.

Problem: Only brands which have suppliers assigned to them are part of Inventory. There are not any brands with suppliers. Therefore, some Inventory functions cannot be performed.

Remedy: Make sure that you have created at least one supplier. Then use Brand Setup's "Multiple" button to assign a supplier to all brands that will be inventoried.

ERROR R52: Total Stock values must be entered.

Problem: When running Initial Stock function, you must fill in total stock amounts for as many of the brands as you will be tracking. No stock amounts were entered.

Remedy: Determine your initial inventory and enter in the amounts.

ERROR R53: Can't save date range that does not include today

Problem: When saving report options or saving a custom report, all date ranges are relative to the date on which the report is actually run. Therefore, the date range must include today and will be interpreted as running the report for the last X days where X is the difference between the From date and today's date.

ERROR R54: Can't change Archive Dates when # is selected

Problem: Archive dates can be directly chosen for a report only when Archive List is the option chosen. If any other option is chosen, the archive date list is intended to show the archive dates that will be included. After acknowledging this message, the previously selected dates will be restored.

Remedy: If you do wish to select dates from the list, click on archive list first.

ERROR R55: Printer Error #

Problem: A non-specific problem was detected with the printer and the report could not be printed. The error number returned by the printing mechanism is given by #.

Remedy: Fix the printer. Try rebooting. If this is a long term problem, you can save your reports as files until the printer problem is resolved.

Dagnosis: Use printer diagnostics tools that came with your printer. Try printing with another program.

ERROR R56: Printer is not available

Problem: The printer cannot be accessed.

Remedy: See R55

ERROR R57: Printer job cannot be started

Problem: The printer failed to respond.

Remedy: See R55

ERROR R58: Printer is busy

Problem: The printer is already printing a job and cannot handle the new one. Windows can generally handle this type of situation by spooling the pending print job.

Remedy: Set printer to spool or wait until printer has finished the previous print.

Diagnosis: Check that your printer is set to spool print jobs.

ERROR R59: Both beginning and ending hour must be entered

Problem: A time range must have both a beginning and ending hour.

Remedy: Enter both hours.

ERROR R60: Shift # is using an hour already included in shift @

Problem: Shifts cannot overlap. The shifts numbered # and @ have at least one hour in common.

Remedy: Check the shifts in question and correct by removing the overlap

ERROR R61: Export to file # failed

Problem: The export which was to be written to the file named by # has failed.

Remedy: If another error appeared before this one, fix that error first.

Diagnosis: Check for available disk space and run a disk diagnostics tool such as ScanDisk.

ERROR R63: Minimum Zoom factor reached

Problem: You cannot zoom out any further.

ERROR R64: Maximum Zoom factor reached

Problem: You cannot zoom in any further.

ERROR R65: No default printer assigned

Problem: Reports cannot be printed without a default printer assigned.

Remedy: Use View or Save instead of Print, or define a printer in your Windows control panel.

ERROR R66: Price Level and Size columns required for PLU column.

Problem: In order to include the PLU column in an export or report, you must also include both the Price Level and Size columns.

Remedy: From the columns tab, add the Price Level and/or Size columns to the selected columns or remove PLU.

ERROR R67: Station or Group is empty or missing - Selecting the current default group.

Problem: The selected custom report or custom export refers to a station or group that is not valid. An empty group contains no ECUs and will not produce any data. A missing group was probably deleted. In its present form, the custom report or export will not run. For your benefit, the referenced group has been changed to the system's current default.

Remedy: In the modify form, select the station or group to be used and save it.

ERROR R68: End of Day must not be after noon - Reset to previous value.

Problem: When selecting End of day, the hour must be between midnight and 11 AM inclusive.

Remedy: Pick a time in the AM range of hours. If you shut down before midnight, enter midnight for your end of day.

ERROR R69: No last report is present - function cannot be completed.

Problem: The last report cannot be found. One reason is that you have not run any reports in this location. The last report is stored as a file so the other reasons have to do with not being able to read the file. It may have been deleted or you may be experiencing disk problems.

Remedy: Rebooting may clear temporary problems. If disk problems are indicated, try to fix them.

Diagnosis: Use a disk diagnostics tools such as ScanDisk. The name of the of last report file is lastrpt.rdf.

ERROR R70: Hardware Station column can not be selected with any Time column.

Problem: The hardware station column can not be selected at the same time as Archive Time, Pour Date, Pour Day of Week or Pour Shift unless additional information is also selected.

Remedy: Remove hardware station column or time column from the selected columns. Alternatively, add PLU or Dispenser Name column to the selected columns. (These columns provide enough additional information to allow the hardware station and archive Time columns to be retrieved at the same time.)

ERROR R72: Only one percentage column can be selected.

Problem: Percentage columns include Percent Total Drinks/Pours, Percent Total Sales, Percent Total Volume. Only one of these can be selected at a time.

Remedy: Choose one of the columns and remove the others.

ERROR R73: You must select a consecutive range of items in #

Problem: All items in the list between the first and last one selected must also be selected.

Remedy: Check the list and select all items required.

ERROR R74: Both @1 and @2 must be selected if either is selected

Problem: The two fields listed are associated with each other. If you select or enter a value for one, you must also select or enter a value for another.

Remedy: Select both or select neither.

ERROR R75: Archive Time and Pour Time related column cannot be both selected.

Problem: Pour Time columns include Pour Date, Pour Day of Week and Pour Shift. None of these columns can be selected if you have also selected Archive Time.

Remedy: Remove Archive Time or remove all of the Pour Time columns.

Schedule (SCH) Error Messages

[SCH00-09](#)

[SCH10-19](#)

ERROR SCH01: Password is missing. Running an auto-run schedule requires a password.

Problem The mechanism for an auto-run schedule includes the password for the person who set the schedule to be auto-run. When an attempt was made to run this schedule, the password was not found.

Remedy Enter a user name and password after responding to the error message. This password will be used in the future to run the auto-run schedule. You can also reset the password used by unchecking the Auto-run box, saving the schedule and then rechecking the auto-run box.

ERROR SCH02: File # does not exist

Problem You have a tried to select a file that does not exist and must exist for this operation.

Remedy Select an existing file.

ERROR SCH03: System clock is not working. Some actions may have been skipped.

Problem Schedule reads the PC's system clock in order to determine what day and time it is. Any actions that should have been run while the clock could not be read will have been skipped.

Remedy See [INF32](#).

ERROR SCH04: Only the main schedule and On Demand schedules can be run. Other schedules can be copied over to the main schedule name (BERG.SCH) in order to run them.

Problem On demand schedules can be run anytime. But only the main time schedule can be run. The main schedule is always named BERG.SCH

Remedy If you have a time schedule you want to run, copy it over BERG.SCH. Or select an On Demand schedule or BERG.SCH to run.

ERROR SCH05: Unknown option

Problem An option listed after an action in a schedule file is not recognized.

Remedy Edit the action to make it legal.

ERROR SCH06: This schedule file is not the most recent version. Some data may be lost.

Problem This is an earlier version of a schedule file. Some information may be lost.

Remedy Modify the schedule file and save it. All schedule files saved from Schedule program will have the correct version inserted.

ERROR SCH07: Main schedule BERG.SCH cannot be changed to On Demand.

Problem The main schedule can only be a timed schedule and cannot be changed to On Demand.

Remedy You can create and run as many On Demand schedules as you want as long as they are not named BERG.SCH.

ERROR SCH08: An On Demand schedule cannot be copied over the master schedule.

Problem The main schedule can only be a timed schedule and cannot be changed to On Demand.

Remedy If you want this schedule to be the main schedule, change it to a timed schedule and then o the copy.

ERROR SCH09: Current action # is not supported for this database.

Problem The action selected to be modified is not supported by this database. Therefore, a different default action will be displayed in the Define Action form. The schedule being modified may be from a different installation or the installation has been modified in some way since this schedule file was created. Examples: A schedule with a custom report is modified after all custom reports are deleted. A schedule which is used to enable and disable Interface is modified after Interface has been removed.

Remedy Delete this action, replace it with another or restore the state that was present when the schedule was created.

ERROR SCH10: Custom export # does not exist

Problem The custom export named in the schedule does not exist. The schedule being modified may be from a different installation or the export has been deleted or renamed since the schedule was created.

Remedy Delete this action, replace it with another or change the name of the export file. You may also restore the database that was present when the schedule as created.

ERROR SCH11: Custom report # does not exist

Problem See SCH10

ERROR SCH14: Auto-Run or Recovery of Schedule failed.

Problem You have set up an auto run schedule or a schedule has tried to recover. The schedule could not be run. This may be because of a mismatch in user name/passwords if you have passwords enabled.

Remedy Check that you have not deleted the user who set up the auto run schedule. If so, you must save this schedule under a different user. If auto run failed otherwise try saving the schedule again. To just run the schedule, choose Schedule | Run.

ERROR SCH15: Both categories cannot be the same.

Problem When naming two categories in an operation, the two categories must be different.

Remedy Change one of the categories.

Setup (S) Error Messages

[S00-09](#)

[S10-19](#)

[S20-29](#)

[S30-39](#)

[S40-49](#)

[S50-59](#)

[S60-69](#)

[S70-79](#)

[S80-89](#)

ERROR S02: You must have full administrator permission to install this software. You are not logged in as an administrator.

Problem Infinity software is set up to be installed under the administrator. Administrators have special permissions that are required.

Remedy Log on as an administrator and reinstall.

ERROR S03: Unable to create the folder %s

Problem The destination folder indicated could not be created. There may be disk or file system errors.

Remedy Choose a different directory and retry. Reboot. Fix any problems indicated by disk diagnostics. Create the desired folder yourself and reinstall.

Diagnosis Run a disk diagnostic tool like ScanDisk. See if you can create a new folder by other means.

ERROR S04: Conversion failed

Problem The final steps to converting the database failed. Usually there will be a previous error message displayed before this one.

Remedy Fix the earlier message. Then restore the previous database and reinstall.

ERROR S05: Error Copying file:

Problem The file named could not be copied. This could be for several reasons. If the file is being copied from the setup disk, there may be an error on the disk. You may not have enough space on hard disk. You may be overwriting a file which is in use. You may have disk corruption.

Remedy Fix any disk problems. Shut down all other programs. Try rebooting. Delete unneeded files from your hard drive if you are low on space.

Diagnosis Run disk diagnostics tools such as ScanDisk. Check your disk space.

ERROR S06: Unable to run database conversion program. Error = %d

Problem The database conversion program could not be run. It may not be present on the setup disks, the work folder or there may be file system problems on your PC. The specific error number is given by %d

Remedy See S05

Diagnosis Call Berg with the error number

ERROR S07: Database conversion program completed with errors.

Problem The part of the setup which will upgrade your database detected an error.

Remedy Restore your previous database, reboot and retry. Run Repair Database or other database fixing Diagnostics on your old database to fix any indicated errors.

Diagnosis After restoring your previous database, run Utilities to see if there are errors in the database. It may not be possible to upgrade all databases with errors in them.

ERROR S08: Error deleting database work files.

Problem After converting your database, Setup will remove the work folder. These files were not able to be deleted. The setup will continue.

Remedy After setup, delete the _infwork folder under your Infinity folder.

ERROR S09: Internal dialog box error.

Problem Something has gone wrong trying to get install information from the user.

Remedy Reboot and retry.

ERROR S10: Unable to get serial number for source disk

Problem All setup disks are given a unique serial number for each customer. The serial cannot be

found or read from this set of disks. The media may be bad or there may be some system error.

Remedy Reboot and retry.

Diagnosis See if the disks load on another machine. Display the contents of the setup media.

ERROR S11: DLL Error %d - Unable to load %s

Problem One of the components needed by Setup could not be loaded. It is named by %s. It may be missing or one of the components required by it may be missing.

Remedy See S05

Diagnosis Call Berg with the Error number %d.

ERROR S12: An error occurred during the data move process: %d

Problem The data move is the main process of moving files from the setup media to your hard disk. An error has occurred on file indicated. See S05.

ERROR S13: Disk set is not serialized.

Problem The serial number location was found but without a valid serial number. See S10.

Remedy Ask Berg Company for a properly serialized disk if S10 remedies do not work

ERROR S15: Failure to overwrite existing database. Check returned %d

Problem User indicated that they wanted to overwrite the existing database but setup was unable to do this.

Remedy Clear the Infinity folder yourself and retry. Also see S05.

ERROR S16: This system has a 286 or 386 processor. A minimum of a 486 is required. Please contact your local computer dealer regarding possible upgrades.

Problem Infinity will not run on systems less than a 486. Berg recommends that you use a Pentium for better performance.

Remedy Install on a more powerful PC.

ERROR S17: Infinity requires at least the following Service Pack on the target machine:

Problem Microsoft often releases service packs for their Windows Operating Systems. The required service pack level is not present on your PC.

Remedy Download the latest service pack from Microsoft web site and install on your PC before trying to install Infinity.

ERROR S19: Error Code %d. Unable to stamp serial number to file %s

Problem The serial number on your setup disk must be stamped inside of each of the Infinity programs to ensure that there is not a mismatch between the database and the software. This stamp process failed. The target programs may be missing or there may be hard disk or setup disk errors.

Remedy See S05.

ERROR S20: %d - Error defining dialog.

Problem A dialog to get information from the user cannot be created. The error number is given by %d.

Remedy Try rebooting.

Diagnosis Call Berg with the error number if rebooting does not work.

ERROR S21: The destination folder is too long. Please choose a shorter name.

Problem The destination folder name is limited to 30 characters.

Remedy Choose and type in a shorter destination folder name.

ERROR S22: This program requires VGA or better resolution.

Problem The video resolution is set lower than VGA (640 x 480). The setup cannot continue with the resolution set this low.

Remedy Use control panel | Display | Settings to select a higher video resolution.

ERROR S23: The value is out of range.

Problem The value that was entered is too small or too large.

Remedy Enter a new value that is within the proper range.

ERROR S24: The text is too long. The maximum length is %d.

Problem There is a limit of the length of the text string that was entered. The maximum is listed in the message.

Remedy Enter shorter text.

ERROR S35: Can't open databases

Problem The old or new database could not be opened. Database could be corrupted or missing. Setup media could be incorrect.

Remedy Reboot and retry. Try database repair functions from old version Utilities if Diagnostics indicate it. If the old database is in bad enough shape, you may need to install a new system.

Diagnosis Run diagnostics on old database.

ERROR S36: Can't locate record: xxx

Problem The install attempted to locate the named record type. This failed and a valid new database cannot be created.

Remedy Check that the disk drive is not corrupt. Reboot and retry.

Diagnosis Run diagnostics on old database. Make complete backup and send to Berg.

ERROR S37: Can't create record: xxx

Problem The install attempted to create the required named record type. This failed and a valid new database cannot be created.

Remedy Check that you are not out of disk space and free some up. Check that the disk drive is not corrupt. Reboot and retry.

Diagnosis Run diagnostics on old database. Make complete backup and send to Berg.

ERROR S38: Can't read record: xxx

Problem The install attempted to read the named record type. This failed and a valid new database cannot be created.

Remedy Check that the disk drive is not corrupt. Reboot and retry.

Diagnosis Run diagnostics on old database. Make complete backup and send to Berg.

ERROR S39: Can't write record: xxx

Problem The install attempted to write a change to the named record type. This failed and a valid new database cannot be created.

Remedy Check that you are not out of disk space and free some up. Check that the disk drive is not corrupt. Reboot and retry.

Diagnosis Run diagnostics on old database. Make complete backup and send to Berg.

ERROR S41: No Infinity Configuration Information. Empty database.

Problem Database configuration record is not found. This usually means that you are trying to upgrade from an empty database that was not properly installed.

Remedy Reboot and retry. Restore backup of the old database. Or you may need to install a new system.

ERROR S42: Fatal Error Preparing for Infinity Database.

Problem Before the database could be opened, there was some error. This is likely a system error.

Remedy Reboot and retry. Run diagnostics on your PC. Shut down other programs.

ERROR S43: Can't find member of set: xxx

Problem The install attempted to locate a record. This failed and a valid new database cannot be created.

Remedy Check that the disk drive is not corrupt. Reboot and retry.

Diagnosis Run diagnostics on old database. Make complete backup and send to Berg.

ERROR S46: Can't switch to %s

Problem Setup tries to change to the indicated install folder. For some reason, this did not work.

Remedy Choose a different folder name. Reboot and retry. Fix any disk errors.

Diagnosis Check disk for errors. Verify that the indicated folder exists.

ERROR S47: Can't switch back to %s

Problem After the install, setup tries to switch back to the original folder. This failed. In some cases, this will not affect the success of the install.

Remedy See S46.

ERROR S57: Error creating category name

Problem New installs will attempt to create the required category name Standard in the database. This failed and a valid new database cannot be created.

Remedy Check that you are not out of disk space and free some up. Check that the disk drive is not corrupt. Reboot and retry.

ERROR S58: Error creating Master Group

Problem New installs will attempt to create the required group Master Group (which includes all ECUs) in the database. This failed and a valid new database cannot be created.

Remedy See S57.

ERROR S59: Error creating configuration record

Problem For new installs or installing from 3.x databases, inventory configuration records must be created. This failed and the install cannot continue.

Remedy See S57.

ERROR S60: Error creating Product Type

Problem For new installs or installing from 3.x databases, the product types are defined in the database and must be created. This failed and the install cannot continue.

Remedy See S57.

ERROR S61: Error creating Container

Problem For new installs or installing from 3.x databases, the default containers must be created. This failed and the install cannot continue.

Remedy See S57.

ERROR S62: Error creating security level

Problem For new installs or installing from 3.x databases, the default security levels must be created. This failed and the install cannot continue.

Remedy See S57.

ERROR S70: Unable to find your Infinity folder - %s which is specified in your BERG.INI file.

Problem In order to start the configuration portion of the setup, the setup program attempts to position at the drive and folder of the Infinity directory. This attempt failed.

Remedy Reboot and retry.

Diagnosis Check that the folder name exists with a valid Infinity installation.

ERROR S71: Unable to change to drive %s.

Problem See S70.

ERROR S72: Unable to start database operations. Error = %d

Problem The database could not be opened to start changes that may be required for configuration setup. The specific error number will be displayed. This will usually be preceded by a more specific message.

Remedy See Remedy for first message

ERROR S73: No Infinity configuration information found.

Problem See S41.

ERROR S74: No users in database. Nothing to modify or remove.

Problem You cannot modify or unregister users when none have been defined. If you are trying to create a new user, choose Register Users.

ERROR S75: You have passwords enabled but you do not have any users defined. You must either disable passwords or add users.

Problem When you turn on passwords, you must define one or more users or the software cannot be run. Passwords are used to start every Infinity program and determine which functions are allowed to the user.

Remedy If you do not want security, turn off the password checkbox. Otherwise, define user by using register users.

ERROR S76: Unable to create dialog box.

Problem See S20

ERROR S77: Unable to start help.

Problem The help file cannot be located or run on this system. This could be a error on the setup media or an error on your hard disk or operating system.

Remedy Call Berg with your question. Reboot and retry.

Diagnosis Run disk diagnostics and fix any problems found.

ERROR S78: A name is required. Please enter a name.

Problem Every user defined must have a name. This name is used as part of the logon.

Remedy Add a name.

ERROR S79: Missing password for %s. Please enter a password.

Problem Every user defined must have a password defined. This password is used as part of the logon.

Remedy Enter a password for this user.

ERROR S80: Duplicate name - A user with name %s has already been registered. Please enter a different name.

Problem There can only be one user with each name.

Remedy Enter a different name. If you wanted to change this user's password, use Modify User instead of Register User.

ERROR S81: Unable to Unregister user - No registration data exists for user %s.

Problem The user selected to be unregistered does not exist in the database. This is possible database corruption.

Remedy Fix database errors. Reboot and retry. Restore good backup of the database.

Diagnosis Use database Diagnostics to diagnose any database corruption.

ERROR S82: Unable to add %s (%d) to list

Problem A text string could not be added to a list to be displayed to the user. The setup media may be in error or there may be a system problem.

Remedy Reboot and retry.

Diagnosis Check setup media and hard disk for errors.

ERROR S83: Load Program failed on %s - error code = %d

Problem The program named by %s could not be run. It is required for some portion of setup.

Remedy See S06.

ERROR S84: You must have at least four security levels.

Problem Although you can add and delete security levels, you must always define at least 4 security levels. (Note that you do not need to assign any users to each security level.)

ERROR S85: All security levels must be consecutive. No gaps are allowed in the list.

Problem You can have from 4 to 8 security levels but they must be numbered starting at one. There can be no gaps in the list. (Note that you do not need to assign any users to each security level.)

ERROR S86: Security level %s is already being used.

Problem Each security level must have a unique name. At least two security levels have the same name.

Remedy Change one of the names.

ERROR S87: Database error %d = %s.

Problem The database engine has detected an error given by the number and text. This may follow a previous error during setup.

Remedy Run utilities diagnostics on the database. Fix the previous error.

ERROR S88: Database is locked

Problem Parts of the database are locked. This may happen during a previous error.

Remedy Reboot and retry.

Utilities (U) Error Messages

[U00-09](#)

[U10-19](#)

[U50-59](#)

[U60-69](#)

ERROR U01: Current serial number was not found. Serial number was not updated.

Problem On a store where the serial number was being changed, the current serial was not found and therefore cannot be changed.

Remedy Use Help | About to see the current serial number and try again.

ERROR U02: There is no Infinity database present. Check the selected folder.

Problem This operation requires an Infinity database and none was found.

Remedy Check the folder you have indicated. Perhaps the database exists under a subfolder.

ERROR U03: Error loading DLL or database. Some functions will not be available.

Problem The database could not be opened or some supporting code file could not be loaded. Diagnostics will still run but a number of functions may not be available to run. Basically, any function that requires access to the database contents will not run. If one of those functions is attempted, an error message will be displayed.

Remedy Reboot and retry. Try restoring a good copy of the database, reinstalling or emergency recovery.

ERROR U04: The selected database already has a matching serial number.

Problem You can't change the serial number since this database already matches.

Remedy If this is the right database, you already have a matching serial number and don't need to do anything. Or you may have indicated the wrong folder. Check the folder you have indicated.

ERROR U17: This does not contain store configuration information.

Problem A store disk contains a file which identifies it as a store disk and gives the version of the database. You should normally create a new store disk every time you upgrade the software and every time you make changes to the configuration..

Remedy If you have the wrong disk, insert the correct one in the drive.

Diagnosis Run DBExam program.

ERROR U18: This does not contain an Infinity backup.

Problem A backup disk contains a compressed file. This file is missing or the version and serial number of the database cannot be identified. (You should normally create a new backup disk every time you upgrade the software and every time you make changes to the configuration.)

Remedy If you have the wrong disk, insert the correct one in the drive.

Diagnosis Run DBExam program.

ERROR U19: This disk contains a database with an inappropriate version (@1).

Problem When reloading a store disk or restoring a full backup, the version must match the current database version. (You should normally create a new store or backup disk every time you upgrade the software.) If you are trying to reload a previous version, the database cannot be the same version as the current. It also must be recent enough to be upgradable.

Remedy If you have the wrong disk, insert the correct one in the drive.

Diagnosis Run DBExam program.

ERROR U22: Unable to change serial number.

Problem You can change the serial number during some backup operations. This has failed and you should not trust the operation.

Remedy Try again. If the failure repeats, check for database corruption.

Diagnosis Run Check Database.

ERROR U50: No automatic correction is possible.

Problem The Repair Database utility has found an error for which this is not an obvious fix. No correction will be made by the utility. The nature of error will precede this error message.

Remedy You may be able to remove the inconsistency by making changes in Infinity. The nature of the changes may be suggested by the specific error. In some cases, this error may not cause any side effects and does not need to be corrected.

ERROR U51: Missing required %s %s. It will be added.

Problem The repair database utility has a required record is missing. Since the contents of the record are known, the utility will add this record back into the database regardless of settings selected for repairedb.

Remedy This error is automatically corrected without further user action.

ERROR U53: Missing system record

Problem A system record was not found in the database. Most likely this is a result of a installation that was not completed.

Remedy Reinstall the software.

ERROR U54: Create check failed on %s.

Problem Repair utility was unable to create a new record during testing phase. The database is likely corrupted.

Remedy You may need to rebuild the index files or run the emergency rebuild utility.

Diagnosis Run Check Database.

ERROR U55: Unable to delete new %s.

Problem After creating a new record, the repair utility was unable to delete it. The database is likely corrupted. See U54.

ERROR U56: Error reading %s record.

Problem Repair utility was unable to read some database record. The database is likely corrupted. See U54.

ERROR U57: Error traversing %s record.

Problem Repair utility was unable to traverse through all of the records. The database is likely corrupted. See U54.

ERROR U58: Error traversing %s record by key.

Problem Repair utility was unable to traverse through all of the record keys. The database is likely corrupted. See U54.

ERROR U59: Error traversing %s record by set.

Problem Repair utility was unable to access all of the records by traversing the set. The database is likely corrupted. See U54.

ERROR U60: Error getting set for %s record.

Problem Repair utility was unable to read some database set for the record. The database is likely corrupted. See U54.

ERROR U61: Error setting owner of set for %s record.

Problem Repair utility was unable to find the owner for some database record. The database is likely corrupted. See U54.

ERROR U62: Wrong value for @1. It will be reset.

Problem Repair utility found a flag setting that is illegal.

Remedy This error is automatically corrected without further user action.

[Communication \(CM\) Questions](#)

[Interface \(ECR\) Questions](#)

[Infinity \(INF\) Questions](#)

[Manager \(M\) Questions](#)

[Report \(R\) Questions](#)

[Setup \(S\) Questions](#)

[Schedule \(SCH\) Questions](#)

[Utilities \(U\) Questions](#)

See also [Error Messages](#) and [Warning Messages](#)

Communication (CM) Questions

Question CM200: The ECU currently has different alignment values than that stored in the PC. Do you wish to reload the alignment values data from the PC into the ECU?

Problem Activator ring alignment values have been stored in both the database and the ECU but the stored values are not the same. Normally, after Align Activator Rings, the values are stored using Store Alignment Values. If this is not done, Infinity reminds you when you exit. The fact that the two sets of values do not match probably means that you did not want to store the alignment values (since it may have been done improperly).

Remedy Answer Y if the last alignment done at the ECU was suspect and you want to return to the last good values stored in the database. Answer N if you expect the align values are good in the ECU. In this case, you should use Store Alignment Values in Infinity after this operation is complete.

Infinity (INF) Questions

Question INF200: # was found but is pending some action. Do you want to EXIT it anyway?

Problem Schedule was started with the /EXIT option. A running schedule program was found but could not be terminated. The caption of the running program is given by #.

Remedy Answer Yes to force the termination of the Schedule program. In most cases, this will work. Answer No if you do not want to interrupt Schedule.

Diagnosis Click on the Schedule icon to see its current state. The initial attempt to EXIT gracefully will not work if the target program is waiting for an answer to a prompt, is running a schedule action or is on some other form besides running a schedule or the main form.

Question INF203: Are you sure you want to delete #?

Problem This is sometimes followed by additional information to help make the choice. For example, for containers, the message will be "**x is being used. If deleted, it will be replaced by y**". Deleting an item is an action that might not be easily recovered. In some cases, it affects other aspects of the system. For example, deleting a group name may render some schedules invalid. For this reason, most deletions will ask the user to confirm.

Remedy Answer Yes if you wish to delete the item.

Question INF205: You have made changes that must be saved before continuing. Do you want to save your changes?

Problem Normally changes are saved when you Click OK. When you click on a secondary button, it can be easy to forget to save your original changes. So you are forced to save these changes before you proceed.

Remedy Answer Yes to save the changes and proceed. If you answer No then the requested function will not run. To discard the changes, Click Cancel after answering No.

Interface (ECR) Questions

Question ECR200: Interface has just been installed. Do you want the driver to be loaded into every ECU? If you decline, you must use Load Drivers menu choice to load the drivers into each ECU.

Problem As soon as Infinity is loaded after installing Interface, it will inquire whether the driver should be loaded into every ECU that has been defined. By answering Yes, the driver will be loaded in a single step. Choose Yes unless there are some ECUs which are not interfaced. By answering No, the drivers must be loaded into each appropriate ECU by using Interface | Load Driver.

Manager (M) Questions

[M300-309](#)

[M350-359](#)

[M360-369](#)

[M370-379](#)

[M390-399](#)

Question M300: Do you wish to copy ECU alignment values to the database?

Problem If you have aligned the activator rings for an All-Bottle-7, but have not stored the alignment values, you will see this message when you exit Infinity. If you do not store the alignment values in the database, they will be lost if you later do a Clear and Restore Memory.

Remedy If you have correctly completed the activator ring alignment, then answer Yes. If you know that you made a mistake in that process, answer No.

Question M301: Check the following cautions. Are you sure you want to continue?

Problem This will be followed by one or more cautions about the pending operation.

Remedy Read the cautions. If this is not what you want to do, answer No. Then make changes to eliminate the cautions.

Question M302: If there are sales present, it is suggested that you Archive and Clear Sales before continuing.

Otherwise, pours made during Pour Test will be combined with the existing sales. Are you sure you want to continue?

Problem Pour tests are recorded by the ECU as regular pours. If you have current sales that you want to distinguish from these pours test, you should first do an Archive and Clear before proceeding. If you do this, then the test pours will be included in the next Archive and Clear (so you may also want to Archive and Clear after the pour tests).

Remedy If you do not want to combine pour tests with your current sales, answer No and run an Archive and Clear before continuing with this operation.

Question M303: Is this an Infinity All-Bottle ID ECU?

Problem The Infinity ECU can support either the All-Bottle 7 or the All-Bottle ID. Both are referred to as Infinity ECUs but they have different EPROM versions. In some cases, notably under DEMO, you will need to indicate if the Infinity ECU is the type that supports All-Bottle ID.

Remedy Answer Yes if this is a 4.x EPROM and No if this is a 3.x or earlier EPROM.

Question M304: Some products may have sales present. It is suggested that you Archive and Clear Sales before continuing. If you continue, the sales may be lost or listed under the new assigned product. Do you wish to continue?

Problem Changing brand or cocktail assignments may affect sales currently in the ECU. If you haven't already, it is best to do a clear and restore Z so that the current sales are associated with their current brand.

Remedy Answer Yes to continue. Answer No to stop this assign so that you can clear sales first.

Question M305: A brand without a supplier cannot save par stock/order point. Continuing will set the value to zero. Do you want to continue?

Problem A brand without a supplier is not part of inventory. Therefore, there is no need to set the par stock or order point.

Remedy Answer Yes to continue and the par stock/order point will be set to zero. Answer No to stay on this form. Assign a supplier to the brand or set the par stock/order to zero before trying to save again.

Question M306: This dispenser shares settings with another dispenser. If you change these settings, you will also affect the other dispenser(s). Do you want to continue?

Problem The two lasers connected to an Infinity ECU share the same settings. You cannot change the settings independently.

Remedy Answer Yes to continue and change the settings for both dispensers.

Question M307: xxx is not communicating. If a previous attempt at re-programming failed and device is still 'Ready to Program', you may continue. Do you want to continue?

Problem You are unable to communicate with the device you are trying to program. However, if you previously tried to program the firmware in the device and this attempt failed, the device is likely still in a "Ready to Program" mode and is able to retry.

Remedy Answer Yes to continue. Answer No if you believe you have a communication error.

Question M308: Do you want to copy the calibration values to the other All-Bottle ID dispensers now?

Problem There is more than one All-Bottle ID dispenser on your system. If you change the calibration values for any brand assigned, then those calibration values must be copied to the other All-Bottle ID

dispensers since all of them pour the same brands.

Remedy Answer Yes to do the copy now. If you answer No, you must broadcast the results later (You can use Communications | Broadcast Pending).

Question M309: If the equipment version does not match the database, then it is likely the settings do not match either. Berg recommends that you Clear and Restore Memory instead. Do you want to continue?

Problem While synchronizing the version of the database with the equipment version may allow you to continue with many operations, there is a good chance that in this situation that there is other information which is not the same in the equipment and the database. A better solution is often using Clear and Restore Memory which updates the equipment with the database settings and updates the database with the equipment version.

Remedy Answer Yes if you are sure that the equipment does have up-to-date settings. Answer No to stop. This allows you to do a Clear and Restore Memory.

Question M350: You are about to delete all empty sales station and group names. Do you want to continue?

Problem All sales stations and groups which do not contain any ECUs are about to be deleted. This may affect groups and schedules that refer to the sales stations and groups being deleted. Operations, however, on empty sales stations and groups do nothing so it is best to remove them.

Remedy Answer Yes to confirm the purge. Answer No if you may want to reassign or reuse these names.

Question M351: You are about to delete all unassigned cocktails and prices and portions. Additionally, unused brand names and category names will be deleted. Do you want to continue?

Problem Any cocktail or brand price and portion tables that are not assigned will be deleted. If a brand has all of its price portion tables deleted then the brand name itself will also be deleted. If all price portion tables that use a category name are deleted, then the category name will also be deleted. It is usually best to purge these names to create a more concise brand list.

Remedy Answer Yes to confirm the purge. Answer No if you may want to assign these price and portion tables later.

Question M352: The cocktail or an ingredient is missing portion or price information for at least one price level. Are you sure you want to save this cocktail?

Problem A cocktail price and portion table needs to have a price for the cocktail for each price level. Each ingredient needs a portion and a price for each of the price levels. One or more of these values are zero. Without this information, the cocktail will not pour correctly or some reports will give inaccurate information.

Remedy Answer No and locate the missing information and fill it in. If you have a valid reason for omitting this information, you can answer Yes to continue.

Question M353: This function will realign the All-Bottle coils for code sensing. You must have all 7 codes available for realignment. Do you want to continue?

Problem When aligning the activator ring, it is required to have all 7 pourer codes to do the alignment correctly.

Remedy If you do not have all seven codes, answer No and locate the proper pourers. If you have everything you need to continue, answer Yes. After the alignment, you must still store the values into the database.

Question M354: Learn mode should be performed only after all taps have been calibrated. Learned portions on uncalibrated taps will not be recorded correctly and if you calibrate later, the learned portions will not pour correctly. Do you want to continue?

Problem At least one of the taps on this ECU has not been calibrated. If a tap is not calibrated and you learn a portion, the portion calculated will be incorrect. The brand will pour the correct amount but all reports using volume will be wrong. Furthermore, if you later decide to calibrate, the brand will no longer pour the desired amount since the portion was inaccurate to begin with.

Remedy Answer No and calibrate all taps before proceeding with this step. If you know which taps have been calibrated and you will only learn portions for those taps, you may answer Yes and continue.

Question M355: WARNING! This will clear all sales from the ECU. Are you sure you want to clear and restore memory?

Problem Clear and Restore memory will load the ECU with all data related to the ECU from the database. However, this data does not include the sales currently stored in the ECU. The clear will remove all sales data from the ECU and the restore cannot replace that data.

Remedy Answer Yes if you are willing to accept this limitation (or your ECU is not functioning correctly anyway.) Answer No and run an Archive and Clear Sales if you want to save the sales data in the ECU.

Question M356: There are still some dispensers in calibration mode. Do you want to take these out of calibration mode?

Problem If you use enter calibration mode to put more than one ECU into calibration in order to calibrate more than one ECU at a time, you must explicitly take these units out of calibration mode. This message

will appear at the end of Infinity to remind you to do that.

Remedy By answering Yes, the units in calibration mode will be taken out of that mode.

Question M357: You have entered a category name (#) which does not exist. Do you wish to create a new category name?

Problem You can create a new category name for the brand by typing in an valid name. This can be done on import brand or cocktails. Since you can also choose from the existing category name list, this prompt wants to make sure that you didn't mistype, expecting to match a current category name.

Remedy Answer Yes if you intend to create a new category name. Note that all existing category names will still exist.

Question M358: Do you want to Clear and Restore Memory?

Problem Some operations may require that you Clear and Restore Memory of an ECU.

Remedy If you know you should restore the ECU memory or you are not sure, answer Yes.

Question M359: Address for device @1 was not set. Do you want to skip rest of addressing and continue with Save?

Problem The listed device did not properly get an address. You can skip the rest of the addressing required if communication with this network is not working.

Remedy If you want to continue addressing, click No. If you want to save the changes but skip the rest of addressing, click Yes. If you want to cancel the save, click Cancel.

Question M360: You have entered a sales station name (#) which does not exist. Do you wish to create a new sales station name?

Problem You can create a new sales station name for the ECU setup form by typing in an valid name. This can be done on new ECU or modify ECU setup. Since you can also choose from the existing sales station name list, this prompt wants to make sure that you didn't mistype, expecting to match a current sales station name.

Remedy Answer Yes if you intend to create a new sales station name. Note the existing sales station name will still exist (except when it is the default name on new ECU setup) and must be deleted if you no longer want it listed in the system.

Question M361: This will set all calibration values to match the brand you have selected. Continue?

Problem Dispenser calibration will take the calibration values that result from the operation and copy these values to every brand that is located on this dispenser. If you have already calibrated other brands, their calibration values will be overwritten.

Remedy Answer Yes if it is OK that all brands will use the same calibration values. Note that you can always recalibrate some brands later using brand or list calibration.

Question M362: Calibration will be sent to ECU. Values are NOT within #% accuracy. Do you wish to recalibrate this brand now?

Problem The difference of the amount you poured and the target volume was not within the accuracy that you desired. You may get better pouring results if you repeat the calibration process.

Remedy Answer Yes to repeat calibration using the values from the calibration just completed. If this question seems to come up too readily and pouring seems to work accurately, you may want to change you accuracy percentage. Use Calibration | Units and Accuracy. Answer No to accept the calibration values but stop calibrating. If you answer Cancel if you have made a mistake - no changes will be sent to the ECU and you can re-enter the measured portions.

Question M364: Do you want to use the High Flow pourer default values on the All-Bottle?

Problem When pressing the defaults button on the Initialize Calibration Values form, you need to indicate whether you are using the high flow or regular pourers. They use different starting calibration values. Both should be calibrated after setting the defaults.

Remedy Answer Yes to use high flow values. Answer No to use regular pourer values.

Question M365: Reducing the number of sizes or prices levels will remove higher sizes and price levels from the current prices and portions definitions for one or more products. These price levels and sizes will have their portions set to zero and will not pour. Do you want to continue?

Problem For example, if you ask for only two price levels, only price levels A and B will be used. Any portion and prices that have been entered in price level C will be erased. Going into price level C for brands in this product type will result in no pours being allowed. If you later change the number of price levels to 3, you will see price level C prices and portions set to zero and you will have to enter them.

Remedy Answer No if you have changed your mind.

Question M366: Changing to a smaller dispenser will cause all brands to be reset to Test Pour and all cocktails to be removed. Do you want to continue?

Problem Changing to a dispenser with fewer number of buttons creates a problem for the Infinity program. It is unable to guess how you might want to have the brands and cocktails assigned on this new gun since

there may be some assigned to the higher numbered buttons which will no longer exist. Therefore, all assignments will be removed and replaced with test pours as if you had just created this ECU.

Remedy Answer Yes if you understand this limitation and want to continue.

Question M367: Changing product type may result in loss of sizes or price levels if the product type dimensions are not identical. Are you sure you want to change the product type?

Problem You can switch a brand's product type from the Modify Brand form. Each product type is allowed to have different number of price levels and sizes. If the target product type has fewer price levels or fewer sizes, then some of the prices and portions for this brand will be set to zero and will not pour at those higher price levels or sizes. (See M365).

Remedy Answer Yes if the dimensions are the same or losing some prices and portions is okay.

Question M368: This brand is already calibrated. Do you just want to copy its calibration values to the other brands without re-calibrating this brand?

Problem Choosing Dispenser or List Calibration will copy the resulting calibration values from a single brand to all other brands or to the brands selected, respectively. If the selected brand to calibrate has already been calibrated, you may just copy these values without having to go through another calibration.

Remedy Answer No if you think you need to recalibrate this brand. Answer Yes if you are pleased with the pouring of the brand and do indeed want to copy its calibration values to the rest of the indicated brands. (For list calibration, you will be asked to select the brands after this question is answered.) Answer Cancel if you do not want to complete this operation.

Question M370: Do you want to load the Interface driver?

Problem Whenever you create a new ECU or Clear and Restore Memory and you have installed Interface, you have the option to load the Interface driver. If you do not load the driver, the ECU will not be interfaced. This question is asked because some systems do not interface all of their ECUs.

Remedy Answer Yes if this ECU is interfaced to a POS or ECR sales terminal.

Question M371: Calibration accuracy exceeds 1000%. Are you sure you want to use these entered portions?

Problem The calibration accuracy is calculated from the expected and actual portions. The expected and actual are very far apart and this may result in unusual calibration values. It is likely that you entered the wrong portion or the starting calibration values are in error.

Remedy Check the portions you entered and correct them. Or go to Initialize Calibration Values and reset to the defaults.

Question M372: Device is in Free Pour mode. If you proceed, the device will exit free pour. Do you want to continue?

Problem Free Pour mode is incompatible with certain operations. Performing this action will affect one or more dispensers which are in free pour mode.

Remedy Answer Y to proceed, exit free pour mode and perform the action. Answer N if you need to remain in free pour mode.

Question M373: You are attempting to calibrate @1 (brand #2) but the last button pushed was #3. You may be calibrating the wrong brand, dispenser or ECU. Are you sure you want to continue?

Problem Certain dispensers can detect the last brand that was poured. You have indicated that you are calibrating one brand but the last button pushed was a different one. If you calibrate the wrong button, then the pouring will not change at the brand you are trying to calibrate but will change for a different brand that may be pouring accurately now.

Remedy Answer No if you are not sure why you got this message and check the ECU number, dispenser number and brand button. You may answer Y if you know why a different button was pushed after calibrating this brand.

Question M374: Do you want these changes to overwrite all dispenser settings in the system? Answer No to change only those dispensers that currently have the default settings.

Problem You have made changes to the default dispenser settings. It is unclear whether you would like these defaults to apply to all dispensers or only to those that currently match the defaults.

Remedy Answer Y to copy these changes to all dispensers in the system. Answer N to change only current defaulted dispensers.

Question M390: Are you sure you wish to exit? Not all steps in this wizard are complete. Information may be lost.

Problem If you cancel a wizard before all steps have been completed, then the wizard's job is not complete. If changes have been made, they will not be saved.

Remedy Answer Yes if you do not wish to complete the wizard.

Report (R) Questions

Question R250: The width of the selected columns is wider than the current orientation of the printer. Do you wish to continue?

Problem The created report will be truncated because the total width of the report columns is more than the viewable width of the selected printer.

Remedy Answer No to stop and change the columns you have selected. Answer Yes to continue with view and then change the orientation to landscape.

Question R251: Any sales in the ECUs will be cleared by this operation. Continue?

Problem An Archive and Clear will clear the sales information in the ECU although it will be saved in the database. Archived data can be viewed by using any option other than Current when generating a report. You may also be reminded if you have the Calculate Retail Prices box checked.

Remedy Answer Yes to continue the Archive and Clear.

Question R252: All order quantities are zero. This order will be deleted. Are you sure you wish to continue?

Problem If the order quantities for all the brands listed in this order are zero, there is nothing left of the order and it will be deleted. This may occur on a new order or when modifying an existing order. Note you can use Delete Order to more directly delete an order.

Remedy If you really do not want any brands listed on this order to remain on order, answer Yes.

Question R253: Do you want to perform an Archive and Clear now?

Problem When ordering or performing an Inventory Check, Report will sometimes recommend running an Archive and Clear operation. This question allows you to perform this operation without having to back out of the Inventory Check. It may also affect Retail Price per Unit.

Remedy Answer Yes to run an Archive and Clear now. This will be run on the entire system. Answer No if you do not need to archive (normally this means that you do not expect that there are any current sales stored inside any ECU.) In either case, the Inventory Check will continue.

Question R254: Some Total Stock amounts are still zero or are negative. Are you sure you want to continue?

Problem On the Initial Stock or Inventory Check functions, it is expected that every total stock amount is a positive value. At least one stock amount is still zero or is less than zero.

Remedy Answer No and enter or correct the remaining stock amounts. Or use Delete Unassigned Brands to remove any unassigned brands. Or if this is not a brand that will be tracked via Inventory, remove the supplier assignment from this brand.

Diagnosis Information about these brands can be viewed the Brand Information report.

Question R255: Order Quantity is not sufficient to restock #. Are you sure you want to continue?

Problem The Order Quantity, when delivered, should be enough to bring the total stock for a brand up to the minimum stock amount given by Order Point. # will list the brand(s) which do not meet this requirement. If there are many brands, then just the first few are listed. This check is only made on new orders and not if you modify an order later. Also, this check is skipped for brands that are already on order.

Remedy Answer No and increase the Order Quantity. Or you may answer Yes and continue.

Diagnosis Information about these brands can be viewed via the Brand Information and Container Stock reports. Also, under Pouring | Brand Operations | Brand List Setup | Modify... you can see information about the Total Stock and Order Point for a brand.

Question R256: Do you want to show Portions on this report?

Problem The report can either show or hide portions.

Remedy Answer No to hide the portions and answer Yes to show the portions.

Question R257: All sales information covered by the time period requested may not have been archived. Do you want to get additional archives now?

Problem The most recent Archive does not span the time period requested. Additional sales data may be able to be archived from one or more ECUs to fully which would full cover the tme period.

Remedy Answer Yes to Archive and Clear. Answer No if you do not want any communication to occur or if you are sure that there is no additional applicable sales data.

Schedule (SCH) Questions

Question SCH201: Would you like to create a default schedule? It will include a repeated Archive and Clear (Z).

Problem When you first run a new Infinity, you are given a chance to create a schedule which runs an Archive and Clear every so many minutes or hours. You can also indicate an overnight period when the Archive and Clear will not run. It is advisable to do regular archives to have the sales data on the PC for faster and more flexible reports.

Remedy Answer Yes to create this schedule. You will then need to indicate when you wish to run the Archive and Clear. Answer No to create your own schedule later.

Question SCH202: Do you wish to copy <day1> to <day2>?

Problem If you click on an empty day tab in Modify Schedule, you will be given the opportunity to copy the contents of the previously selected day tab to the empty day. This gives you a good method of copying the same set of actions to multiple days.

Remedy Answer Yes to copy. Answer No to enter a different set of actions.

Question SCH203: Press OK to confirm that you want to stop running this schedule.

Problem To prevent accidentally stopping a schedule, you must always confirm. If this question is not answered in a timely fashion, the schedule will continue.

Remedy Answer Yes to stop the schedule. Answer No if this was unintended.

Question SCH204: Press OK to confirm that you want to pause this schedule.

Problem To prevent accidentally pausing a schedule, you must always confirm. If this question is not answered in a timely fashion, the schedule will continue.

Remedy Answer Yes to pause the schedule. Answer No if this was unintended.

Question SCH205: <schedule> was last run on <day> at <time>. Do you want to run the list of skipped actions now?.

Problem One or more actions have been missed since the last time that you ran this schedule. You have an opportunity to run all of the missed actions now. Afterwards, the schedule will continue on its normal course.

Remedy Answer Yes to run the actions listed. Answer No to skip the listed actions and continue with the regularly scheduled next action.

Question SCH206: Switching to On Demand will delete all actions except for those currently listed under Sunday. Are you sure you want to do this?

Problem On Demand schedule only have one list of actions. Therefore, if you are changing a schedule that has multiple actions, it is likely you will lose most of those action by switching to On Demand.

Remedy If this is an existing schedule, you may want to answer No and then create a new schedule instead.

Question SCH207: Do you want to run this test as a simulation?

Problem Test schedule can be done live or as a simulation. Simulation will not actually communicate with any ECU. Therefore, the test will succeed even when there are communication problems. On the other hand, the equipment will not actually be affected. For example, a Z will not clear the ECU.

Remedy Answer Yes if you do not want to affect or communicate with any equipment. Answer No if you want this to be a live test.

Question SCH208: Running this schedule will remove the auto-run attribute from A. Are you sure you want to run schedule B?

Problem Auto-run can only be set on a single schedule. If you have more than one schedule, auto-run cannot be supported.

Remedy Answer Yes if you want to run the schedule anyway. Answer No if you want to maintain the auto-run schedule. You will then probably need to combine the schedules into one.

Question SCH209: Dispenser Network actions may be logged at the ECU. Do you want to check for possible Dispenser Network schedule logs?

Problem Since Dispenser Network actions are run on the Dispenser Network, their logs also are stored initially on the Dispenser Network. To make sure that we have all schedule logs on the PC, Infinity needs to check the Dispenser Network(s).

Remedy Answer Yes to check Dispenser Network ECUs for schedule logs. Answer No if you do not use Dispenser Network actions, you believe that you have all of these logs or you want to skip this communication.

Setup (S) Questions

[S200-209](#)

[S210-210](#)

[S270-279](#)

Question S200: Do you wish to place Infinity program icons on your desktop?

Problem If you answer Yes, an icon for Infinity will be placed on your Windows desktop in addition to appearing in the Infinity folder. If you answer No, you will need to use the Infinity folder under Programs to start any Infinity programs.

Question S201: All archive data sales will be erased. Are you sure this is what you want?

Problem Clear Sales will erase all archived sales data. This means you will not be able to run any Date Range or Most Recent Archive reports until you next run an Archive and Clear Sales. Answer No if you want to retain your archived sales data. (Remember you can also choose to automatically delete sales data older than a certain date by using Setup's Configuration | Data | Storage Length.) Answer Yes if you want to delete all archive sales.

Question S202: Do you want to load the sample database?

Problem A sample database is included with new DEMO and DISPLAY installations. The sample database is populated with ECUs and assignments and is helpful in quickly illustrating some of Infinity's features. Answer Yes if you would like this database to be installed. Answer No if you want to build your own database.

Question S203: WARNING! Overwrite will delete all equipment setup, prices and portions, and stored sales in the folder: %s. Are you sure you want to do this?

Problem If you overwrite the database, you will lose all set up information you have already entered, such as ECU, brands and sales. Overwriting results in an empty database. If you intended to upgrade this database, answer No. If you really are willing to junk your previous database, answer Yes.

Question S204: Do you want a backup made of your current installation?

Problem The current database can be backed up by Setup if you like. This creates a full copy of the Infinity folder in a sub-folder named Backup. If you need to restore this version of the database later, simply copy the entire contents of the Backup folder into the Infinity folder. If you want to have this safety net, answer Yes. If you have already done a full backup of the database yourself, answer No.

Question S206: Do you want to install Interface?

Problem If you are installing a new DEMO database, you are given the opportunity to include Interface. This question will not appear if there is already a database in the folder you select.

Remedy Answer Yes to install Interface.

Question S207: Do you want to copy the on-line manuals to your hard disk? If you answer No, the manuals can still be accessed from the CD.

Problem The manuals exist in PDF format on the installation CD. You can copy them onto your hard disk so that they are always available.

Remedy Answer Yes to copy the manuals. If you answer No, the manuals can still be accessed from the CD.

Question S208: Each serial number can only be run on one PC and each PC can only run one serial number of Berg Infinity software. Are you sure that serial number %s should be installed on this PC?

Problem Make sure that this is the correct serial number for this PC. Installing more than one serial number onto a PC will cause you problems later. If this serial number is intended to be run on a different PC, then you should not install it here. Although the installation will work, only one serial number can be run on each PC.

Remedy Answer Yes to continue the installation. Answer No if this is the wrong serial number.

Question S209: If you install into this folder, you will be responsible for setting user and administrative permissions for the folder. Are you sure you want to install into %s?

Problem If you use the default locations for Infinity data files, the installation process will make sure that all users will have permission to access the data. If you install into a different location, Berg does not want to be responsible for compromising the security of your system. Therefore, you must set user permissions yourself.

Remedy Answer No and choose the default location. If you answer Yes, after the install is complete, inform an IT person to help you set the user permissions for the selected data folder.

Question S210: Database version %s, serial number %s, business name %s already exists in %s. It will be overwritten. Do you want to continue?

Problem Under certain circumstances, the installation process will move your entire database to a

default location. Usually, there will be no existing database there. However, in this case, a database was found.

Remedy Answer Yes to overwrite this existing database. If you answer No, you can choose a different folder to contain the data files.

Question S211: Missing database files in %s. Do you want to install a new database?

Problem A previous version of Infinity was installed on this PC but the database no longer exists. Therefore, the database cannot be copied.

Remedy Answer Yes to skip the copy. This is the answer to use when you have removed the previous version. Answer N if you believe the previous database should still exist. You will now be given a chance to locate that database.

Question S272: Deleting any existing security level(s) will change users and functions with that security level to the lowest available level. Do you want to continue?

Problem When you remove a security level, it is possible you have functions or users who have been assigned that security level. Any function or user with the deleted security level will be changed to the security level with the lowest priority still available (the highest numbered).

Remedy Answer Yes to continue. Answer No if you want to check which user and functions may have been assigned to that security level.

Question S273: You are about to unregister user %s. Are you sure?

Problem When you unregister a user, that user is no longer available as a name which can log on to Infinity programs. Be careful not to delete the last user without also turning off the Passwords Enabled flag.

Remedy Answer Yes if you are sure that this user is no longer needed.

Question S274: You have changed the volume units in an existing database. If you continue, all volumes will be converted to the new units. Are you sure?

Problem Once you have started to enter data into a database, changing the volume units will affect price portion tables, cocktail recipes and archive records. Note that cost per unit and retail value per unit are not changed. If you continue, all volumes already present in the database will be converted to the new units.

Remedy Answer to No followed by Cancel to cancel this change. Answer Yes if you want to convert all volumes. When this is done, check the portion tables to see if the converted portions are appropriate.

Utilities (U) Questions

[U200-209](#)

[U250-259](#)

[U260-269](#)

[U270-279](#)

Question U200: Are you sure you want to change the database in @1 (@2) to @3?

Problem If the serial number is changed for the database in the folder named by @1, then you will no longer be able to run this database under its current set of programs. (The serial number of the Infinity programs must match the database serial number.)

Remedy Answer Yes to change the serial number.

Question U202: This procedure will completely overwrite your database with a previously backed up copy. Are you sure you wish to do this?

Problem When you Restore Full Database, your current database will be completely overwritten. Any changes made or sales stored between the time of the backup and now will be lost. Full backup also includes copies of schedules and saved report files and changes made to them will also be lost.

Remedy Answer Yes to complete the restore of the backup.

Question U203: Do you wish to store configuration settings from \$ to #? Berg recommends that the destination be empty of all other files.

Problem Check the destination indicated in the message to make sure this is where you want the store copy to go. This works best if the removable media or the folder indicated is free of all other files.

Remedy Answer Yes to continue. Answer No if the wrong destination appears or you are not sure if any files are located in the destination.

Question U204: This procedure will overwrite the configuration settings of your database in \$ with a previous stored copy in #. Are you sure you wish to do this?

Problem When you reload configuration, this means that the configuration portion of your database (everything except the archived sales) will be overwritten with the stored copy. Any changes you have made will be lost.

Remedy Answer Yes to complete the reload.

Question U205: If there are errors in the database, this operation may result in loss of data. Berg recommends you Backup full database before continuing. Do you wish to continue?

Problem Repair database or emergency rebuild are useful when trying to recover a database with errors. However, in some cases, these operations may result in a worse situation or may need to delete portions of the database. To be safe, it is best to have a backup of the database before you continue with these functions. (Do not overwrite backups that may contain good backups made previous to the errors being detected in your database.)

Remedy Answer Yes if you have a backup and want to continue.

Question U206: You may recover a previous database version by using the store or backup disk in #. Check the Release Notes for upgrade versions supported. After reloading the previous version, you must reinstall the current software to upgrade the database.

Any data already entered in the current database in \$ will be lost. None of the Infinity programs will run until you reinstall.

Are you sure you want to continue?

Problem Be aware that recovering from a backup or restore from previous version of the database will at least temporarily leave you in a state where none of the Infinity programs will run. Read the message to make sure that your situation qualifies and you have all the required setup disks. There is not any protection against making errors and you may end up with all data being lost.

Remedy Answer Yes to continue.

Question U207: Do you wish to backup full database from \$ to #? Berg recommends that the destination be empty of all other files.

Problem Check the destination listed in the question. A backup works best if the removable media or folder is free of all other files.

Remedy Answer Yes to continue with the backup. Answer No if the wrong destination appears or you need to check if any files are located in the destination.

Question U208: Do you want to Remove the Infinity License?

Problem When your license has expired or is corrupted, running utilities will often offer to allow you

to remove the license.

Remedy Answer Yes if you are no longer using Infinity or need to remove this serial number. Follow the steps in the Remove License process. Answer No if you need to continue to use Infinity. In many cases, you can re-activate your license. You will normally have an opportunity to activate before you see this question.

Repair database questions:

The following are questions produced by the Repair Database utility when you ask for prompting. They always follow an error detected by Repair Database. In most cases, the appropriate response is Yes to make the recommended fix. Note that at any time you can press Cancel which will stop asking for fix but will not make any further fixes. If you want all recommended changes to be made, check the Fix all without prompting option before running Repair Database.

Question U250: Do you want to attach it?

Question U251: Do you want to move it?

Question U252: Do you want to delete it?

Question U253: Do you want to detach from sales station?

Question U254: Do you want to reattach to sales station?

Question U255: Do you want to remove second definition?

Question U256: Do you wish to set it to FALSE?

Question U257: Do you want to disconnect the loop?

Question U258: Do you want to remove this brand reference?

Question U259: Do you wish to reinitialize this brand_setup record?

Question U260: Do you want to remove this brand_setup record?

Question U261: Do you wish to reinitialize them?

Question U262: Do you want to remove this cocktail reference?

Question U263: Do you wish to fix button number?

Question U264: Do you wish to delete button?

Question U265: Do you want to remove this mix_setup record?

Question U266: Do you wish to delete ingredient from cocktail?

Question U267: Do you wish to set it to its current owner?

Question U268: Do you want to create a brand_setup record?

Question U269: Do you wish to reset it to the default value?

Question U270: Do you wish to zero out the illegal price and portion?

Question U271: Do you wish to delete this ingredient?

Question U272: Do you want to delete the duplicate?

Question U273: String Overflow. Do you want to truncate string?

Question U275: Do you wish to set it to an appropriate value?

Question U276: Do you wish to create a separate reference?

Question U277: Do you want to create it?

[Communication \(CM\) Warnings](#)

[Interface \(ECR\) Warnings](#)

[General \(GE\) Warnings](#)

[Infinity \(INF\) Warnings](#)

[Manager \(M\) Warnings](#)

[Report \(R\) Warnings](#)

[Setup \(S\) Warnings](#)

[Schedule \(SCH\) Warnings](#)

See also [Question Messages](#) and [Error Messages](#)

Communication (CM) Warnings

Warning CM100: Charge Cancels is not supported by ECU %d. Value ignored.

Problem Charge cancels is not supported by every EPROM version. This ECU does not and so the charge cancel setting will be ignored.

Remedy You may upgrade your EPROM if you want this feature.

Warning CM101: Add a head limit is not supported by ECU %d. Value ignored.

Problem Add a head limit is not supported by every EPROM version. This ECU does not and so the add a head limit setting will be ignored.

Remedy You may upgrade your EPROM if you want this feature.

Warning CM104: Warning Neither ECU nor Database have Coil calibration data.

Problem When you Clear and Restore Memory, Infinity checks the alignment values stored in the database with those stored in the ECU. (See CM200.) Neither have activator ring alignment values.

Remedy Press OK for the restore to continue. Afterwards, align the activator rings and store the alignment values to the database.

Warning CM105: Warning -- The following devices are not responding:

Problem The operation is partially successful but one or more devices affected by the operation are currently not responding and therefore will likely not be aware of the operation.

Remedy Make sure the devices noted are present and have power. After fixing this, you may want to repeat the operation during which the error was found.

Warning CM106: xxx is currently busy. Retry this operation when devices are ready.

Problem The current operation cannot be performed while other activity is occurring.

Remedy Wait until all other activity has been completed and try again.

General (GE) Warnings

Warning GE100: Function not allowed for current security level.

Problem Each user and each function has an assigned security level. The current user does not have high enough security to perform the function requested.

Remedy Change to the user with higher security or use setup to increase the security for the user. You can also lower the security level for the function.

Infinity (INF) Warnings

[INF100-109](#)

[INF110-119](#)

[INF150-159](#)

Warning INF100: Berg recommends that you switch to a higher resolution or use small fonts.

Problem All Infinity forms can't be displayed properly with your current desktop settings.

Remedy Change resolution to the recommendation given in the releases notes or change from large fonts to small fonts.

Warning INF101: This operation was not completely successful

Problem At least one ECU did not respond to this request. This operation may have set a temporary state (such as enable) which is not saved in the database until we are done. In other cases, the operation is considered successful and is saved in the database. The operation will be broadcast periodically until the non-communicating ECUs respond.

Remedy Fix communication or other problem and retry this operation. You may also make use of Clear and Restore Memory or the automatic retry available for some partial operations.

Warning INF102: A conflict exists in the decimal and thousand separator settings. Numeric values will not be processed correctly. To check settings, use Start | Settings | Control Panel. Click on Regional Settings and check both Number and Currency tabs.

Problem If the decimal separator for Number does not match the decimal separator for Currency or the thousand separator for Number does not match the thousand separator for Currency or the decimal separator is the same as the thousand separator for either of these, Windows cannot correctly interpret numbers. Under these conditions, prices, portions and other numeric values may not be interpreted correctly.

Remedy Change the separators so that they do not conflict and rerun the program.

Diagnosis Start | Settings | Controls panel. Click on Regional settings. Click on Number tab and then on Currency checking the fields named above.

Warning INF103: Berg recommends that you switch to at least a Premium processor.

Problem Infinity will not run well on anything less than a Pentium. In fact, the better the speed and memory capability of your PC, the better performance that you will experience.

Remedy Upgrade your PC.

Warning INF104: Berg recommends that you add memory.

Problem Infinity will not run well without a sufficient amount of memory. Check releases notes for current recommendations. In fact, the better the speed and memory capability of your PC, the better performance that you will experience.

Remedy Upgrade your PC.

Warning INF105: Setting the Infinity System Time will change the time for your PC and all of your ECUs.

Problem Changing the Infinity system time affects the time for your entire system. This includes the PC itself and all of the ECUs.

Warning INF106: Selected item is empty. No operation is possible.

Problem The operation you are trying to perform is not possible because it will result in no action. The station, group, order or other item that you selected to perform this action on is empty.

Warning INF107: Using the PC time for the ECU selected

Problem The time could not be read from the ECU so the time from the PC is being displayed instead.

Warning INF108: No changes made.

Problem An operation was requested that would not result in any changes. Therefore, the operation is not necessary. For example, if you indicate that you want to change to price level C and all of the ECUs in the group are already at that price level, this message will be displayed.

Warning INF109: # Maximum length is !. Text was truncated after maximum number of characters.

Problem Infinity has a maximum length for many text fields. The name that you have selected or typed is too long. The text has been truncated to fit within the maximum length.

Remedy If the truncated name is acceptable, then you may continue. Otherwise, try a new name.

Warning INF110: All changes are being undone since Infinity is not sure about your intentions. You may proceed with the current operation.

Problem In operations with multiple options or steps, it can be unclear what was intended when information is entered. When this happens, Infinity will reset the information on the screen to its previous or expected state.

Remedy You may need to re-enter information.

Warning INF111: By unchecking this box, interface will be removed. Drivers must be unloaded from all ECUs before removing the Interface feature.

Problem If you remove Interface with drivers loaded, the drivers cannot be unloaded since the menu to do so will be removed from Infinity. To re-install Interface, run a Typical install again or use Options | Preferences.

Remedy If you have not removed all drivers, cancel this process and remove all drivers first. Then, remove interface. You can also use Clear and Restore memory to effectively remove drivers.

Warning INF113: Some of the equipment does not support the operation requested.

Problem Not all equipment can perform all operations. The particular function that you have requested cannot be fulfilled by all of the equipment in the name you selected.

Warning INF114: Equipment name must not be entirely numeric.

Problem Equipment names must contain at least one letter.

Warning INF150: Price Level %c is not supported by Network %s ECU %d. Price Level was not changed.

Problem Different ECUs support different numbers of price levels. The price level that you are trying to invoke is not supported by the ECU indicated. The price level at this ECU will remain at its present level.

Warning INF151: Price Level %c has no valid portions assigned to Network %s ECU %d. Price Level was not changed.

Problem Changing to the price level indicated would result in the ECU not being able to pour since there are no valid portions on any of the brands at that price level.

Remedy Check the price tables and add valid portions to the price level desired. Check that the price level is the one you intended.

Interface (ECR) Warnings

[ECR100-109](#)

[ECR110-119](#)

Warning ECR100: Send after pour option ignored.

Problem Older EPROMs do not support the send after pour option. This does not affect other options and modifiers for this EPROM.

Remedy If you need this feature, you should upgrade your EPROM.

Warning ECR101: Size placekeeper for cocktails option ignored.

Problem Older EPROMs do not support size placekeeper for cocktails option. This does not affect other options and modifiers for this EPROM.

Remedy If you need this feature, you should upgrade your EPROM.

Warning ECR102: Comp modifiers ignored

Problem Older EPROMs do not support comp modifiers. This does not affect other options and modifiers for this EPROM.

Remedy If you need this feature, you should upgrade your EPROM.

Warning ECR103: Cancel modifiers ignored

Problem Older EPROMs do not support cancel modifiers. This does not affect other options and modifiers for this EPROM.

Remedy If you need this feature, you should upgrade your EPROM.

Warning ECR104: Type modifiers ignored

Problem Older EPROMs do not support type modifiers. This does not affect other options and modifiers for this EPROM.

Remedy If you need this feature, you should upgrade your EPROM.

Warning ECR106: PLU Base increment ignored.

Problem ECUs such as the 1544 which use an embedded driver instead of a loaded one, do not support this feature.

Remedy Set PLU Base to zero if you want all of your ECUs to send the same PLU numbers. Otherwise, you must program POS terminal connected to 1544 to accept PLUs without the increment added.

Warning ECR108: PLU cancel increment ignored.

Problem Older EPROMs do not support cancel increments. This does not affect other options and modifiers for this EPROM.

Remedy If you need this feature, you should upgrade your EPROM.

Warning ECR109: PLU comp increment ignored.

Problem Older EPROMs do not support comp increments. This does not affect other options and modifiers for this EPROM.

Remedy If you need this feature, you should upgrade your EPROM.

Warning ECR111: Start modifier truncated.

Problem Older EPROMs stored all of the modifiers that precede the PLU in a single area. The combination of modifiers chosen has exceeded the maximum length and some modifiers will be lost.

Remedy Review and reduce the number of modifiers or upgrade your EPROM.

Warning ECR112: End modifier truncated.

Problem Older EPROMs stored all of the modifiers that follow the PLU in a single area. The combination of modifiers chosen has exceeded the maximum length and some modifiers will be lost.

Remedy Review and reduce the number of modifiers or upgrade your EPROM.

Warning ECR113: At least one ECU did not have a driver loaded.

Problem Most operations involving Interface let the user specify a group or station. At least one ECU in the specified group does not have a driver loaded. This operation will be skipped for those ECUs but the operation will proceed for all other ECUs.

Remedy Load the driver into every ECU or create and select a group that contains only those ECUs with Interface.

Warning ECR114: These changes require that you reload the Interface driver into affected ECUs. Use Load Drivers menu choice.

Problem For certain POS interfaces, Setup Sales Station is used to indicate which ECUs share the same POS sales terminal. The number of ECUs connected to that sales station changes the attributes of the interface driver. Therefore, if you change a sales station definition or the sales station to which an ECU is assigned, the Interface driver should be reloaded into all ECUs that

belong to a sales station that has had an ECU removed or added.

Remedy Use Interface | Load Driver and select the name(s) of the sales stations changed to load the driver and its new attributes into the ECUs.

Warning ECR115: You must set up Sales Stations to indicate where each driver is used.

Problem When you are using more than one Interface driver in a system, you must explicitly indicate where each driver is being used.

Remedy Create at least one Sales Station for each driver. Assign a driver to the Sales Station. Then assign every hardware station that uses that driver to the Sales Station. (You may also create multiple Sales Station which use the same driver.)

Warning ECR116: Currently loaded driver does not match any activated driver.

Problem You may activate or more POS drivers. Only the activated drivers can be loaded into Berg equipment. A loaded driver has been discovered that is not on the activated driver list.

Remedy Reload the driver or change the activated driver.

Warning ECR117: There is more than one P3 Hub from a single Dispenser Network in this Sales Station. Modify Sales Stations so that each P3 Hub is in a separate Sales Station.

Problem Each P3 Hub must be in a separate Sales Station. This is the method by which Infinity determines which devices send to which P3 Hub / POS. (This is not true if you have selected POS ID.)

Remedy Change the Sales Station assignments so each P3 Hub is in its own Sales Station with the dispensers which use it to ring-up.

Warning ECR118: All P3 Hubs in this sales station must be from the same Dispenser Network ECU.

Problem If you turn on POS ID, all P3 Hubs in Sales Stations must be from the same ECU.

Remedy Create at least one Sales Station for each Dispenser Network ECU. OR turn off POS ID if you are not using it.

Report (R) Warnings

Warning R151: The current report was not saved or printed. Pressing OK will lose this report.

Problem Any time you view a report without saving it or printing it, you will be given a chance to do so. Press Cancel if you would like a copy of this report. Print or Save then the viewer can be closed. Answer OK to close the viewer without saving.

Manager (M) Warnings

[M200-209](#)

[M210-219](#)

[M250-259](#)

[M260-269](#)

Warning M200: Name in use.

Problem: See INF14. Usually this message will not be seen. It could indicate some database corruption.

Remedy: If it does not seem that the message is accurate, reboot and retry or fix database

Diagnosis: Run check database and repair database.

Warning M201: Ignoring assignment of %s %s. Dispenser %d does not exist

Problem: A price table is being assigned to a dispenser that does not exist. This likely indicates some database corruption. The rest of the assignments will continue, however.

Remedy: Reboot and retry or fix database

Diagnosis: Run check database and repair database.

Warning M202: @1 is assigned on more than one button or code on the same dispenser.

Problem: Usually, a brand is not assigned to the same dispenser more than once. This warning points out this anomaly.

Remedy: Check assignments and remove any duplicates. If you do need than same brand twice, ignore this warning.

Diagnosis: Check all brands assigned.

Warning M203: This baud rate is unsupported. Baud rate has been reset to 9600.

Problem: The baud rate set for the network is not supported by all of the ECUs on the network. The baud rate is being reset to 9600.

Remedy: Check that this is the proper baud rate and Save the network.

Warning M204: Check the specific gravity for this brand

Problem: When calibrating using grams, the brand's specific gravity is used. This brand appears to be using a default value for specific gravity.

Remedy: Enter the specific gravity for the brand in the brand setup form.

Warning M205: %s %s does not have category %s and will be skipped.

Problem: When a switch category operation is attempted, every brand that has a price table with first category name but does not have one with the second category name will be listed. This does not prevent the brand that do have both tables from being switched. In fact, if only some brands have been given alternate tables, it is expected that you would see this message.

Remedy: You can cancel the operation if you did not expect to see this message.

Warning M206: %s %s does not have the same definition as %s %s and will be skipped.

Problem: When a switch category name is attempted for cocktails, both tables must have the same set of ingredients. If they do not, then the switch will not be allowed. (Otherwise, they may be problems with having the appropriate ingredient assigned to all of the dispensers with this cocktail.)

Remedy: You can cancel the operation if you did not expect to see this message.

Warning M207 The ECU options, dispenser types and/or brand assignments will be changed.

Problem: This comes up during a Clear and Restore Memory when the ECU EPROM has been changed since the last save This may be triggered when you upgrade from Infinity to an Infinity All-Bottle ID system.

Remedy: Answering OK will make the changes, save them in the database and send them to the ECU.

Answering Cancel will not make the changes and will stop the Clear and Restore operation.

Warning M208: It is recommended to calibrate with a high precision ECU since the calibration values will or may be copied to other dispensers.

Problem: If you have a system with more than one All-Bottle ID or All-Bottle 7 and the EPROM versions support different calibration precisions, then it is best to calibrate using one of the high precision dispensers. When calibrating All-Bottle ID, the resulting cal values are automatically copied to all All-Bottle ID dispensers and it is better to start with the best precision. All-Bottle 7 calibration values will be copied if you use Copy Dispenser or ECU functions.

Remedy: Cancel the operation and resume calibration on a higher precision unit. You can proceed but it is not recommended.

Diagnosis: Use Infinity's Diagnostics | Get Version Number to see the EPROM version. Versions 4.05 and above have the higher precision.

Warning M209: After calibration, the Draft Sentinel will likely change its current recorded volume. You may want to Archive and Clear before proceeding.

Problem: Draft Sentinel records pours made under calibration mode as regular volume.

Remedy: Cancel out of calibration and run an Archive and Clear to store the current volume at the PC before completing calibration.

Warning M210: Current firmware version (@1) is more recent than the hex file version. This device will be skipped.

Problem: It is not allowed to overwrite the firmware in a device to an older version of the firmware. Other devices may still be programmed but it is also likely that you should find a more recent version of the firmware file.

Remedy: Check that you are using the correct and most recent version of the firmware file.

Warning M211: Calibration light pattern may not be correct for Taps using old versions. Calibration can still proceed. Consider upgrading your EPROMs.

Problem: If you use Enter Calibration Mode with some old versions of Tap 1, not all taps may show the calibration lighting pattern even though they are indeed in calibration mode.

Remedy: You can continue calibrating normally if you know which taps are in calibration mode. If this is confusing, get out of calibration mode and calibrate each tap individually. To avoid this problem in the future, contact Berg for how to upgrade your equipment.

Warning M212: This network has the same definition as another network. Check Port (and Phone if Network on Modem). This situation may cause communication errors.

Problem: Normally, every network needs to use a different communication port unless networks are using a modem. On modem networks, each network should have a different phone number. If two different physical networks are contacted using the same network, you may get multiple replies to a single message which will often cause a variety of communication error messages.

Remedy: Check your wiring and the ports that you have. In most cases, you should either combine networks or you need to correct the port listed on one of the networks. If you do not have enough communication ports, you need to use an Ethernet converter or USB converter to create additional logical com ports. This is only a warning so if you have a special reason to set up your networks this way, you can ignore the message.

Warning M213: xxx is not assigned to any dispensers.

Problem: The P3 Hub named xxx is not associated with any dispenser. No PLUs will pass through the P3 Hub.

Remedy: Place one or more dispenser in the same Sales Station as this P3 Hub.

Warning M214: xxx is the only P3 Hub in a sales station and therefore will not use POS ID.

Problem: POS ID is only useful when dispensers are sharing more than one P3 Hub. The P3 Hub named xxx is the only one in its sales station. Therefore, the POS ID function is being turned off for this P3 Hub and the dispensers that use it.

Remedy: Add additional P3 Hub(s) into the Sales Station. Or you can turn off POS ID if you do not intend to use it at all.

Warning M215: Warning M215: xxx is a cocktail pad without any dispensers assigned to it.

Problem: A Cocktail Pad without any dispensers cannot produce any cocktails. When have more than one Cocktail Pad on an ECU, you must indicate which dispenser are associated with each Cocktail Pad.

Remedy: Under ECU Setup, click on Cocktail Pad Association tab. Pick a Cocktail Pad for each dispenser.

Warning M216: xxx restricted to a single P3 Hub. POS ID is being turned off.

Problem: Under POS ID Details, you have restricted the dispenser named xxx to a particular P3 Hub. No POS ID will be used on this dispenser.

Warning M217: Flow meter was not detected. Flow meter count will not be changed. Check flow meter wiring or Device Settings.

Problem: You are calibrating a tap which is supposed to have a flow meter. No flow meter counts were detected during the calibration pour.

Remedy: Under Device Settings, correct the Dispensing mode of the tap. If it is correct, then the flow meter likely is not wired correctly.

Warning M218: Flow meter was detected but dispenser is set for Tap Head Only. Check Device Settings.

Problem: You are calibrating a tap which is not supposed to have a flow meter yet flow meter counts were detected.

Remedy: Under Device Settings, correct the Dispensing mode of the tap. If it is correct, then the flow meter likely is not wired correctly.

Warning M250: Berg recommends that you assign brands before calibrating.

Problem: Calibration is best performed with the brands that you will use. Additional help is available from the software if the portions to be used are assigned.

Remedy: Assign the brand that will be poured before proceeding with calibration.

Warning M252: Calibration portion range does not include all brand portions. Inaccurate pouring may result after this calibration if you attempt to pour at volumes outside the calibration portions (X to Y).

Problem: The smallest and largest portions that can be poured including cocktail ingredients have been determined to be much smaller or much larger than the portions used for calibration. The calibration process produces the most accurate results when pouring is done within or near the calibration portions.

Remedy: Change the calibration portions to include a wider range. You may use the Change Portion button on the Enter Actual Amount form to do this (this button will also recommend Calibration portions to be used); or you may use the Units and Accuracy form. If you haven't entered the correct portions for brands, you may wish to do this first. If you are sure that the eventual portions will be within the Calibration portions, you can ignore this warning.

Diagnosis: Check the portions you have set to make sure that they are correct. Look at both the price portion table for the brand and also at all cocktails for which this brand is an ingredient.

Warning M255: No default defined

Problem: No default has been defined for the current item. No changes will be made to the present form.

Remedy: Make changes you desire by hand. If you would like there to be defaults, go to the appropriate form and save default. (It may be the current form).

Warning M256: Portions should not be changed for # until the following dispensers are calibrated.

Problem: Accurate portions are not possible until a brand or dispenser has been calibrated. Therefore, if you mean to change the portion to get a full portion, your first thought should be to calibrate the brand first. If the glassware is not being filled properly, then portions can be changed.

Remedy: Cancel and calibrate. Or if you are actually changing the portion, you may continue with the change. However, you should still calibrate when you are done.

Warning M257: You must set up cocktail prices and portions before you assign cocktails

Problem: There are no cocktails defined. You cannot assign a cocktail when none exists. It is not sufficient to have a cocktail name. Cocktails must have their recipe defined with the portion for each ingredient.

Remedy: Create cocktails as needed. Then assign them.

Warning M258: You must set up prices and portions before you assign brands

Problem: There are no brands defined. Therefore you cannot make any brand assignments.

Remedy: Create some brands or use the brand wizard to create a standard list of brands. Then you may assign brands.

Warning M259: You cannot perform calibration without a brand assigned.

Problem: If you select a button, code or dispenser without a brand assigned and then try to do any type of calibration, you will be stopped. Calibration must be based on a particular brand.

Remedy: Select a brand to calibrate and continue.

Warning M260: Not all empty sales stations or groups were deleted.

Problem: There was an error trying to purge empty sales stations and groups. An unknown number of these groups were deleted but some may remain. There was likely an error message displayed before this warning.

Remedy: Fix the error indicated by the preceding error message.

Warning M261: Learned portions for unassigned brand ignored.

Problem: In learn mode, you make sample pours to determine what volume is required from each tap. One of these sample pours was made on a dispenser that has no brand assigned. Therefore, the portions will be discarded.

Remedy: If there should have been a brand, assign the needed brand and redo learn mode for the newly assigned brand.

Warning M262: Increasing sizes or price levels does not change any prices or portions. You must enter portions for each new price level and size in order for them to pour.

Problem: When you select sizes and price levels to be shown by the software, increasing the dimensions will not affect any of the existing price and portion tables. The new price levels or sizes can now be seen but will all be zero.

Remedy: if you want to use the new sizes or price levels, prices and portions must be entered for each brand. You may also want to store a new default prices and portions.

Warning M263: Actual ECU type is #.

Problem: When you are defining a new ECU, if the ECU type does not match the one you indicated, then the type will be corrected. The ECU form shown will match the type of the actual ECU on the network.

Remedy: If you think this message came up in error, then check the numbers set for each ECU.

Warning M264: There are no more ECUs that can be found on this network.

Problem: Using the identify function will loop through all possible ECU numbers starting with the currently displayed ECU number. Using communication, the next ECU unit will be identified. This message indicates that there are no more ECUs that can be identified on this network that are higher than the initial ECU number.

Schedule (SCH) Warnings

Warning SCH101: <schedule> was not properly stopped the last time it was run.

Problem This schedule was abnormally terminated. One or more actions may have been skipped. This warning may be followed by SCH205.

Warning SCH102: Infinity must be re-installed to support the Auto-Run or Recovery features. The Auto-Run folder is xxx.

Problem If you have installed Infinity into more than one folder, only the most recent install (indicated by the folder name in xxx) will be able to support auto-run and recovery of schedules.

Remedy If you need to use these features, re-install Infinity into the folder listed as Program Folder in the about box.

Warning SCH103: Current settings for Auto-Run or Recovery do not point to a valid Infinity program and have been removed.

Problem This may occur if you have installed more than one copy of Infinity or if you have moved to a different set of Infinity folders or uninstalled Infinity.

Remedy If your main schedule is Auto-Run, you must reset the Auto-Run checkbox for it. You may also need to re-install Infinity.

Setup (S) Warnings

[S100-109](#)

[S110-119](#)

[S170-179](#)

Warning S100: Unable to install auto-run scheduling.

Problem Changes are made to the system to enable the schedule auto run feature. These changes failed and you will not be able to use auto-run schedules.

Remedy Reboot and retry if you wish to use auto-run

Diagnosis Check your registry with a registry diagnostics tool.

Warning S101: No compatible database was found in %s

Problem This database cannot be upgraded. Your only choice is to overwrite and create a new system from scratch. Check your Infinity folder.

Warning S102: Serial Number Error - Unable to find serial number in %s

Problem All Infinity programs are stamped with the serial number on the setup media. The file named could not be stamped. You will not be able to run that program. There may be problems with the setup media or your hard disk. See S05.

Warning S103: Unable to determine processor information. A minimum of a 486 or equivalent is required.

Anything less and the software will not run effectively.

Problem Setup attempted to determine the type of processor that you are running on but was unable to. You should check that your PC has enough processing power to run Infinity. A 486 is the minimum but Berg recommends a Pentium for better performance.

Warning S104: An error has occurred trying to identify the database in %s. You must select a different destination.

Problem The type of database cannot be determined. The database may be corrupt or you may be pointing to the wrong folder.

Remedy You may be able to use Utilities on the old database to correct database errors.

Warning S105: No database was found in %s

Problem An operation was attempted for which there must be an existing database. Make sure that you are pointing to the right folder.

Warning S106: The database in %s cannot be upgraded to this version of software.

Problem There is not a supported upgrade path from your old database to this version.

Warning S107: By unchecking this box, interface will be removed.

WARNING - Drivers must be unloaded from all ECUs before removing the Interface feature.

Problem If you remove Interface with drivers loaded, the drivers cannot be unloaded since the menu to do so will be removed from Infinity. To re-install Interface, run a Typical install again or use Infinity's Options | Preferences.

Remedy If you have not removed all drivers, cancel this process and remove all drivers first. Then, remove interface. You can also use Clear and Restore memory to effectively remove drivers.

Warning S108: The following files did not register:

Problem Some files copied onto your system need to be registered with Windows. The files listed could not be registered and Infinity may not be able to be run.

Remedy Under some cases, Infinity will be able to register these files at run time. You can also register these files by using regsvr32 name.dll on the Start | run call line where name.dll was the file listed in the error message. You can also reboot and retry. Registration may fail if file dependencies are missing.

Warning S109: Unable to load sample database.

Problem The sample database you requested was not loaded. You may still be able to run with an empty database. This warning may result from a problem with the setup media or your hard disk.

Remedy See S05.

Warning S110: Serial number mismatch - The customer serial number from the database does not match the serial number of this product update. You must select a different destination.

Problem When you are upgrading, the serial number of your existing database must match the serial number stamped on the setup media. You either have the wrong setup disk or are pointing to the wrong destination folder.

Warning S111: There is not enough space, %ld bytes, in %s. Please free up some space or change the target location to a different disk.

Problem Setup has determined that there is not enough room on the disk drive to perform the installation. Delete files on the drive in order to complete the installation. If there are not enough

files you can delete, you will need to select a different disk drive and/or buy a larger drive.

Remember, depending on how you use Infinity, additional disk space may be required beyond the disk needed to finish the install.

Warning S112: unInstaller setup failed to initialize. You may not be able to uninstall this product.

Problem Setup attempts to create an uninstall function if you later choose to remove Infinity. This function could not be set up and automated uninstall will not be available.

Warning S113: Unable to register ActiveX for %s. Run this program As Administrator after installation is complete.

Problem Some of the Infinity programs may need ActiveX registration. If this step fails you must perform the registration yourself after installation completes. The program that failed will be listed.

Remedy Make sure you are signed in as an administrator. Then run the program listed in the warning. If you are on Windows Vista or later, right click on the program icon and choose Run as Administrator.

Warning S114: Unable to set permissions for %s. You should enable Create permissions for Authorized Users on this folder.

Problem In order to run Infinity as any Windows user, the correct permissions need to be set on the data folder. If this step fails, you can still set the proper permissions yourself after the installation completes. The folder that requires permissions will be listed.

Remedy Make sure you are signed in as an administrator. Right click on the folder and choose properties. Click on the Security Tab. If Authorized Users appears make sure the following permissions are set. Or you may need to Add Authorized Users. The set of permissions required is collectively known as Create and consists of Modify, Read and Execute, List, Read and Write. Make sure all of these or their equivalent are checked. (Different operating systems may have different methods.)

Warning S170: In order for Hourly Sales changes to take effect, you must Restore Memory to every existing ECU.

Problem You have changed the type of data to be recorded by the X4 report. In order for the data to be recorded, go to Infinity | Diagnostics and Clear and Restore Memory to every ECU.

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